



# CCOAS Complaints Policy and Procedure

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Central College of Animal Studies strives to deliver the highest quality training qualifications within the veterinary profession.

The feedback of our stakeholders, staff, students and visitors is important to us, whether it be a compliment or a suggestion for improvement. Any feedback or enquiries can be sent directly to [enquiries@ccoas.org.uk](mailto:enquiries@ccoas.org.uk) or via completion of a feedback form available on our website [www.ccoas.org.uk](http://www.ccoas.org.uk). We will aim to respond to any enquiry within 3 working days.

We understand that occasionally there may be times when you feel that the standard of service is not that which you would expect from us. Initially we encourage any complaint to be dealt with informally, but if this is not possible or appropriate, it will progress to the formal process, as outlined below.

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## **In the event of a CCOAS student making a general complaint (relating to the College directly, or your practice placement):**

This should be initially discussed with the student's College Tutor, who will try to resolve the issue informally within 10 working days of your complaint.

If the tutor is unable to resolve the complaint informally, they will put it into writing and refer it to the Head of Learning. It will then be acknowledged within 3 working days, and investigated. Within 10 days of the complaint reaching the Head of Learning, the student will receive a response, which may include a result of the investigation, or an outlined course of action and an expected deadline. Details of all formal complaints will be recorded and monitored as part of the College's quality assurance and improvement process.

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## **In the event of a CCOAS student making a complaint relating to a member of the CCOAS staff:**

This should be reported to the Head of Learning directly. The Head of Learning will investigate the complaint, ensuring that confidentiality is maintained if practicable. If this is not the case, the student will be notified that it has been discussed further. The complaint will be responded to within 3 working days, and investigated. Within 10 days of the complaint reaching the Head of Learning, the student will receive a response, which may include a result of the investigation, or of the progress of the investigation together with an outlined course of action and an expected deadline. Details of all formal complaints will be recorded and monitored as part of the College's quality assurance and improvement process.

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## **In the event of an employer of a CCOAS student making a general complaint:**

This should be initially discussed in person or by phone with the student's tutor, who will try to resolve the issue informally within 10 working days of your complaint. The complaint will be kept confidential if requested, and practicable to do so.

If the tutor is unable to resolve the complaint informally, they will put it into writing and refer it to the Head of Learning. It will then be acknowledged within 3 working days, and investigated. Within 10 days of the complaint reaching the Head of Learning, the employer will receive a response, which may include a result of the investigation, an outlined course of action and an expected deadline. Details of all formal complaints will be recorded and monitored as part of the College's quality assurance and improvement process.

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### **In the event of a CCOAS student making a complaint regarding marking accuracy:**

If a student feels that an assignment or unit test has been unfairly or inaccurately marked, the student should discuss his/her concerns as soon as the marked paper is returned to them. This should be arranged with the marking tutor. The tutor will give feedback on the student's results explaining the marking protocol and requirements for that particular test.

If the tutor is unable to resolve the complaint informally, they will put it into writing and refer it to the Head of Learning, and a second tutor will independently mark the paper and the results will be discussed with the original marking tutor and student. The complaint will be acknowledged within 3 working days, and within 10 days of the complaint reaching the Head of Learning, the student will receive a response, which may include a result of the investigation, or an outlined course of action and an expected deadline. Details of all formal complaints will be recorded and monitored as part of the College's quality assurance and improvement process.

In the event of major discrepancies with the marking by the two tutors then a meeting will be arranged with the Head of Learning and the Internal Quality Assurer to discuss the matter. The External Quality Assurer may also be approached to offer independent advice.

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### **In the event of a complaint being made regarding Internal Quality Assurance (IQA) accuracy:**

If a Clinical Coach (CC) feels that their marking of their student's CSL has been subject to unfair or inaccurate IQA, the CC should discuss his/her concerns as soon as the IQA notification is returned to them. This should be arranged with the IQA who sent the notification. The IQA will give feedback on the CC notification, explaining the task guidance and IQA protocol for that particular task.

If the IQA is unable to resolve the complaint informally, they will put it into writing and refer it to the Head of Learning, and a second IQA will independently assess the marking of their student's CSL and the results will be discussed with the original IQA and CC. The complaint will be acknowledged within 3 working days, and within 10 days of the complaint reaching the Head of Learning, the CC will receive a response, which may include a result of the investigation, or an outlined course of action and an expected deadline. Details of all formal complaints will be recorded and monitored as part of the College's quality assurance and improvement process.

In the event of major discrepancies with the marking by the two IQAs then a meeting will be arranged with the Head of Learning to discuss the matter. The External Quality Assurer may also be approached to offer independent advice.

Every effort will be made to resolve any complaint, informal or formal. In the event of a formal complaint, the complainant will be informed of their right to appeal the decision, together with the appropriate process and timescale for the appeal if they wish to proceed.

**Authorised by:** HR Manager

**Date:** May 2021

**Effective date of the policy:** June 2021

**Circulation:** All staff/Students on request/Employers on request

**Review date:** May 2023