



COMPLAINTS POLICY

Complaints Policy

London, United Kingdom
ravenscroftcollege.co.uk
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COMPLAINTS POLICY

PURPOSE

It is designed to meet the requirements of the awarding body, OTHM Qualifications, the Ofqual General Conditions of Recognition, and applicable UK consumer protection legislation.

SCOPE

This policy applies to all current and former learners, applicants, and any other individual who has received a service from or interacted with Ravenscroft College. It covers complaints relating to:

- The quality of teaching, learning, or assessment
- Administrative services, communication, or customer service
- The admissions or enrolment process
- Fees, charges, or financial matters
- Facilities, resources, or the virtual learning environment
- Alleged breaches of College policies, regulations, or codes of conduct
- Any other matter related to the services provided by the College

This policy does not cover academic appeals against assessment outcomes, which are handled under the Academic Appeals Policy; matters under investigation through the Safeguarding Policy; or concerns about the conduct of another learner, which are addressed under the Code of Conduct in the Learner Handbook.

This policy applies equally to services delivered face-to-face, remotely, or via blended models. Learners and stakeholders may submit complaints about online delivery, VLE services, recorded sessions, or remote support. Online complaints may be submitted via the VLE complaints form or by email and will be timestamped on receipt.



PRINCIPLES

- Accessibility: the complaints process is clearly communicated and available to all
- Fairness: complaints are handled impartially and without prejudice to the complainant
- Timeliness: complaints are acknowledged and resolved within defined timeframes
- Confidentiality: information is shared only with those who need to be involved in resolving the complaint
- No detriment: no individual will suffer adverse consequences for raising a legitimate complaint in good faith
- Learning: complaints are used to drive continuous improvement across the College

Data protection and recordings

Complaints handling involves personal data. All processing is carried out in accordance with the Data Protection Policy. Where a meeting is recorded for investigation purposes the complainant will be informed and their consent recorded, and the recording retained only for the period necessary to resolve the complaint.

STAGE 1: INFORMAL RESOLUTION

Learners and stakeholders are encouraged, where appropriate, to raise concerns informally in the first instance. This may involve speaking directly with a tutor, the relevant member of staff, or the learner support team. Many concerns can be resolved quickly and satisfactorily through informal dialogue.

Timeframe: the College will endeavour to resolve informal complaints within five working days of the concern being raised.

STAGE 2: FORMAL COMPLAINT

If an informal approach does not resolve the matter, or if the complaint is of a serious nature, the complainant may submit a formal complaint in writing to complaints@ravenscroftcollege.co.uk, or by submitting the College's Complaints Form (available on the website).



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The formal complaint should include:

- The complainant's full name and contact details
- A clear description of the complaint, including relevant dates, events, and individuals involved
- Any evidence or documentation supporting the complaint
- The outcome or resolution the complainant is seeking

Online complaints submitted via the VLE will generate an automatic timestamped receipt and capture submission metadata (user ID, timestamp, file names). Where a complaint relates to recorded meetings or VLE activity, the College will collect relevant digital evidence (recordings, VLE logs, file upload history) and record these items in the Complaints Evidence Register.

Timeframe: formal complaints will be acknowledged within three working days of receipt. A full written response will be provided within 15 working days. If the matter requires additional time, the complainant will be informed of the reason for the delay and given an expected completion date.

STAGE 3: REVIEW AND ESCALATION

If the complainant is not satisfied with the outcome at Stage 2, they may request an escalation review by writing to the Director of Ravenscroft College within 10 working days of receiving the Stage 2 outcome. The Director (or their nominee) will conduct a final review of the complaint, including all evidence and correspondence.

Timeframe: the review outcome will be communicated in writing within 15 working days of the escalation request. The decision at this stage constitutes the College's final response.

If the complainant remains dissatisfied after the final outcome letter, they may refer the matter to the awarding body, OTHM Qualifications, within 30 working days of the College's final outcome. The awarding body requires the College's own procedure to have been exhausted first, and asks the complainant to supply the original complaint, the College's outcome, the correspondence between them, an explanation of why the



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outcome is considered unsatisfactory and any supporting evidence. The College will supply requested evidence within 10 working days.

COMPLETION OF PROCEDURES LETTER

At the conclusion of Stage 3 the College issues a final outcome letter confirming that the College's internal complaints process has been exhausted.

The final outcome letter will be issued within 5 working days of the Stage 3 decision. It will confirm the outcome of the College's process, set out the steps taken, list the evidence considered, and explain how the complainant may take the matter to the awarding body and by when.

EXTERNAL ESCALATION

If the complainant remains dissatisfied after receiving the Completion of Procedures letter, they may refer their complaint to the relevant external body. Depending on the nature of the complaint, this may include:

- OTHM Qualifications, the awarding body, for complaints about the delivery, assessment or administration of the qualification, once the College's own procedure has been exhausted
- The Information Commission for complaints relating to data protection
- Ofqual, the regulator of OTHM qualifications, where the complaint concerns the way the awarding body itself has handled a matter and the awarding body's own procedures have been completed

ANONYMOUS COMPLAINTS

The College accepts anonymous complaints where possible. However, anonymity may limit the College's ability to investigate fully or to provide a direct response. Anonymous complaints will be recorded, assessed for seriousness, and addressed to the extent that the available information permits.

Where a complaint concerns wrongdoing rather than service quality, for example assessment malpractice, a safeguarding failure or a breach of awarding body requirements, the Whistleblowing Policy provides a protected route. That policy applies



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to learners as well as staff, protects anyone raising a genuine concern in good faith from any detriment whether or not the concern is upheld, and accepts confidential and anonymous disclosures. A learner who is uneasy about complaining in their own name should be directed to it.

RECORDING AND MONITORING

All formal complaints and associated evidence will be logged in the central Complaints Register. Digital evidence (recordings, VLE logs, uploaded files) will be recorded in a Complaints Evidence Register with a unique entry ID, source, capture timestamp and chain-of-custody notes. Complaint records and associated digital evidence will be retained in accordance with the College's Data Retention Schedule; where recordings are used, these will be retained for a minimum of three years from the date of final decision unless a longer period is required by an awarding body or regulatory authority. All access to complaint evidence will be logged. A written record of every formal complaint is kept for a minimum of three years and is made available to the awarding body on request.

REVIEW

This policy will be reviewed annually or following significant changes to regulatory requirements, awarding body expectations, or institutional practice.

Last reviewed: October 2026