

Complaints Policy

Policy Review Date: 21/03/2025

Next Review Date: 21/03/2026

1.0 Overview

The institution is committed to delivering the **highest standards of service and educational provision**. However, it acknowledges that, on occasion, expectations may not be met. In such instances, the **primary objective** is to achieve a **fair and satisfactory resolution**.

All complaints shall be treated with **utmost seriousness** and addressed **in accordance with the prescribed procedural framework**.

Students who lodge complaints shall **not face any form of disadvantage** as a consequence, and all matters shall be handled with **impartiality, objectivity, and fairness**.

Confidentiality shall be upheld **throughout the complaint resolution process**, ensuring that **personal data and sensitive information are handled with discretion**. Each case shall be assessed **individually** with due regard to:

- **The gravity of the concerns raised.**
- **The credibility of the complaint.**
- **The feasibility of substantiating the claim through verifiable sources.**

2.0 Objectives

The institution is firmly dedicated to ensuring that the **complaints procedure for students** is:

- ✓ **Transparent and accessible** – ensuring that all learners are aware of the process and how to engage with it.
- ✓ **Resolution-focused** – prioritising prompt and effective outcomes.
- ✓ **Non-punitive** – with an emphasis on resolution rather than assigning blame.
- ✓ **Receptive to all reasonable complaints** – ensuring that concerns are taken forward where appropriate.
- ✓ **Swift and corrective** – ensuring that issues are rectified without undue delay.
- ✓ **Supportive of students** – ensuring that learners receive guidance and assistance throughout the process.
- ✓ **Data-driven for monitoring purposes** – enabling the collection of **confidential equality data** to assess trends and improve institutional practices.

Student Complaint Procedure (Form CSP)

1. Student Information

Student Name: _____

Enrolment Number: _____

Course of Study: _____

Year of Course: _____

Course Tutor: _____

Programme Leader: _____

2. Complaints Resolution Process

Stage 1: Initial Complaint Submission

Nature of Complaint:

Institutional Response:

Resolution Agreement:

Programme Leader Signature: _____

Student Signature: _____

Date: _____

Stage 2: Escalation to Senior Management

If the student remains dissatisfied with the outcome at **Stage 1**, they may escalate the complaint to **Stage 2**, where it will be reviewed by the **Director**.

Institutional Response:

Final Resolution Agreement:


Managing Director Signature: _____

Student Signature: _____

Date: _____

Useful Contacts

 **General Enquiries:** Info@FSOB.co.uk

 **Academic-Related Enquiries:** Quality@FSOB.co.uk