

Complaints Procedure

How students, parents and staff raise a complaint, and how we resolve it

1. Who this procedure is for

- Any student, parent or member of staff who wishes to complain about any aspect of a Samiad programme.
- It applies at every campus and at every stage of a programme.
- A complaint may be raised informally or formally. Most are resolved informally, and doing so does not prevent a complainant from raising the matter formally afterwards.

2. Safeguarding and welfare concerns

A safeguarding or welfare concern is not a complaint and does not go through this procedure. It is dealt with straight away and separately.

If the matter is a safeguarding or welfare concern

- It is recorded on the Samiad incident reporting system, for guidance and for record keeping.
- The Designated Safeguarding Lead is automatically made aware and responds where necessary.
- It does not follow the stages set out below, and it is not subject to the timescales in this procedure.
- Anyone who is unsure whether a matter is a complaint or a safeguarding concern should treat it as a safeguarding concern and report it on the incident reporting system.

3. The procedure

Stage	What happens	Timescale
Informal	The complainant raises the matter directly with the member of staff involved.	Immediately
	If it is resolved, the complaint is closed and recorded in the Samiad complaints log.	Within 24 hours
Formal	If it is not resolved informally, the complainant has a meeting with the head of department.	Within 24 hours
	The head of department investigates.	Within 24 hours of the meeting
	If it is resolved, the complaint is closed and recorded in the Samiad complaints log.	Within 24 hours
Appeal	If it is not resolved, the complainant or the head of department presents the information and the evidence to the campus manager.	Within 48 hours of the meeting with the head of department
	The Principal adjudicates.	—

Stage	What happens	Timescale
	If it is resolved, the complaint is closed and recorded in the Samiad complaints log.	Within 24 hours
External	If it remains unresolved, the complainant may take the complaint to the British Accreditation Council. See Section 4.	Within 24 hours

4. External escalation — the British Accreditation Council

Samiad is accredited by the British Accreditation Council (BAC) as a short course provider. A complainant who is not satisfied with the outcome of this procedure may take the complaint to BAC.

- **This procedure must be exhausted first.** BAC requires a complainant to show that they have tried to resolve the complaint through the provider's own complaints procedure, and have made a satisfactory effort to resolve it with the provider directly.
- The complaint must be directly relevant to BAC's standards for accreditation.
- Formal letters of complaint are sent in writing to BAC's London office.
- BAC advises that a complainant is in the strongest position while still enrolled, and that a complaint made after leaving may be harder to progress.

Contact

British Accreditation Council, Wax Chandlers' Hall, 6 Gresham Street, London EC2V 7AD · www.the-bac.org

5. Records

- **Complaints** — every complaint and its outcome is recorded in the Samiad complaints log.
- **Safeguarding and welfare concerns** — recorded on the Samiad incident reporting system, where the Designated Safeguarding Lead is automatically made aware.

The complaints procedure at a glance

