



STUDENT COMPLAINTS – Statement of Service

A complaint is defined as an oral or written expression of dissatisfaction with an aspect of the college service. This statement explains how you, a Morley student, can make a complaint if you feel we haven't fulfilled our obligations to you.

Informally

We hope the majority of complaints can be resolved informally, as this is quicker for you. If you are dissatisfied with any part of the College's service you can talk to the tutor or other relevant member of staff involved and seek to resolve the matter directly with them.

Formally

If, for whatever reason, an informal resolution is not possible, or if you feel uncomfortable approaching the member of staff involved in your complaint, you can make a formal complaint. To lodge a formal complaint you can:

- Complete a student feedback form available at the reception desk.
- Email feedback@morleycollege.ac.uk
- Write to the Quality Manager, Morley College, 61 Westminster Bridge Road, London SE1 7HT

The College's Response

The College aims to acknowledge all formal complaints within five working days and to resolve complaints within fifteen days. The manager responsible for the service you have complained about will be asked to investigate your complaint and to respond appropriately. The College takes complaints seriously and the investigation will be fair and impartial.

Appeal

In the event that you are still dissatisfied, you have a right to appeal the outcome of the investigation to the College Principal. You may write to Andrew Gower, Principal, Morley College, 61 Westminster Bridge Road, London SE1 7HT. You should make your appeal within 10 working days of receiving the College's reply.

The Principal will check the original investigation of your complaint and conduct any further investigation considered appropriate. The aim will be to reply to your appeal in fifteen working days.

In terms of the College's procedures, the decision of the Principal is final, but if you are still dissatisfied you may appeal to the Skills Funding Agency. The Agency will check that the College's procedures have been used before taking your appeal forward.

Vexatious or Malicious Complaints

The College reserves the right to invoke the student disciplinary procedures should the complaint be regarded as vexatious or malicious. Further information on such types of complaints can be found within the Student Complaints procedure.

Other materials you might find useful

The Student Handbook contains the College's Student Charter. The Charter sets out the College's obligations to you.

The Student Complaints procedure can be read alongside this document to further explain and expand upon aspects included within this statement of service.

Timescales

We ask that you bring any complaint to our attention within 2 months of the incident you are complaining about. It is at the discretion of the college to decide whether a case has an exceptional reason why it should be considered outside of this standard time frame.

Whether you make a formal or an informal complaint, it is always preferable for your complaints to be handled quickly. On some occasions the nature of the complaint will require a degree of investigation that means we will not be able to respond to you in fifteen working days. In these circumstances we will of course always strive to obtain an outcome for you as quickly as possible.

Copies of the College Handbooks referred to within this document can be found at the reception desk, in the college library/learning centre and are available upon request at feedback@morleycollege.ac.uk. An electronic version can be found on the college website [here](#).

