

Short Course Complaints Procedure

Date: 2026-2029

Accessibility Statement

If you have any learning difficulty, disability or health problem, that means you are unable to use the complaints procedure in the way laid out in this document, or you may require additional support to help you with the process, please contact the College Complaints Officer at: complaintsadvise@hca.ac.uk to discuss how the process can be adjusted to support your needs. Should you require this guide in an alternative format please contact the College Complaints Office.

Document Control

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Version number: 1.0

Approved by: SLT

Approval date: April 2026

Review date: April 2029

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1. Introduction

- 1.1 Hereford College of Arts ('the College') encourages a positive environment where feedback from students is welcomed and where constructive complaints can be dealt with effectively.
- 1.2 The institution is committed to providing quality learning opportunities and excellent service through its short course programme. This procedure is designed to ensure complaints are addressed quickly, fairly, and effectively.

2. Principles

- 2.1 The College will:
- a) Consider complaints impartially and professionally within a reasonable timeframe;
 - b) Give fair and full consideration to complaints made in good faith;
 - c) Respect the privacy of complainants and disclose only the information necessary in order to process the complaint.

3. Scope

- 3.1 This procedure should be used to address any complaint received relating to short course programmes and may be made by any short course attendee
- 3.2 This procedure does not cover complaints unrelated to the short course programme or anonymous complaints

4. Procedure

- 4.1 Concerns and complaints should be raised as quickly as possible to facilitate resolution.
- 4.2 Complaints that are not raised within 28 days of the issue occurring will normally be deemed out of time unless there is an exceptional reason why the complaint could not be raised earlier.
- 4.3 Complaints should be resolved informally where possible with the short course tutor or by contacting the Short Course Coordinator, shortcourses@hca.ac.uk

- a) The nature of the complaint should be clearly stated, and any relevant documentation should be included. The complainant should also specify the desired outcome of the complaint.
- b) Where a complaint can be resolved informally, the Short Course Coordinator will aim to address the issue promptly and provide a response to the complainant usually within 10 working days. Where this is not possible, the complainant will be provided with a revised timescale

4.4 Where a more complex or serious issue is involved, the Short Course Coordinator will refer the complaint to the Partnership and Business Development Manager to carry out an objective investigation.

- a) Where applicable, relevant staff, tutors or attendees will be interviewed for more information
- b) The Partnership and Business Development Manager will provide a response to the complaint normally within 15 working days. If this is not possible, the complainant will be provided with a revised timescale.
- c) The response will include: decision reached, actions taken, and next steps if applicable.

4.5 If the complainant is satisfied with the resolution, the matter will be considered closed.

5. Review

5.1 If a complainant is dissatisfied with the outcome, they may appeal by contacting the complaints officer, complaintsadvise@hca.ac.uk, who will refer to the Principal or their nominee.

5.2 Appeals should normally be submitted within 14 days of the close of the complaint.

5.3 The Principal may appoint a member of Senior Leadership Team to review the appeal. The staff member is responsible for determining whether the complaint outcome was reasonable. Their conclusions will be provided in writing, normally within 15 working days. This decision is final and there will be no further avenue of review in the College

6. Monitoring and Evaluation

- 6.1 The nature, incidence and outcomes of Short Course complaints will be regularly monitored by the College Complaints Officer presenting to the Senior Leadership Team. This will also form part of the College's Annual Report to Board Committee.