



Complaints Policy

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This policy reflects legislation and official guidance at the time it was last reviewed. Any changes in legislation will take precedence over anything printed in this policy. Where other policies are referred to they can be viewed in the Policy Library

Complaints Policy

Links with other school policies and practices

This policy links with the following other RSN policies and practices:

- Grievance procedures
- Disciplinary procedures
- Student Complaints
- GDPR Policy
- Anti Bribery and harassment
- Students Anti Bribery and harassment
- Privacy Policy
- Disability Discrimination

1. Introduction

The RSN welcomes comments and suggestions about how it can improve its work and operations. This policy sets out the arrangements which the RSN has for the investigation and resolution of complaints, and for learning from these.

This Policy should be read in conjunction with Complaints Policy –Procedure and Complaints Policy – Schedule

2. Scope

The Policy set out in this document applies to RSN stakeholders who have a genuine complaint. Please note there are separate complaints policies for Degree Students following their presiding University procedures (UCA to 2021 enrolment and Kingston University from 2022 enrolment) and these should be used where applicable.

In addition, before using this policy due consideration should be given to whether an alternative policy is more appropriate, including but not limited to Grievance, Bully and harassment, disability discrimination (see list at top of document).

It is hoped lower-level concerns will have been raised with an appropriate member of staff to seek an informal resolution

3. Principles

A complaint is an expression of dissatisfaction and can be made verbally or in writing. The RSN takes such matters seriously and undertakes to resolve issues as soon as practically possible and addressing each complaint in a sensitive, fair, transparent, equitable, professional, and unbiased manner through the complaints handling process. Academic decisions on marking cannot be changed as this is based on academic expertise and knowledge. RSN do not accept a challenge to academic judgement as a reason for appeal.

The RSN follows the principles of Good Compliant Handling including:

- Getting it Right - Acting in accordance with the law and relevant guidance, and with regard for the rights of those concerned.
- Being customer focused - Having clear and simple procedures.
- Being open and accountable - Publishing clear, accurate and complete information about how to complain, and how and to take complaints further.
- Acting fairly and proportionately - Treating the complainant impartially, and without unlawful discrimination or prejudice.
- Putting things right - Acknowledging mistakes and apologising where appropriate and providing prompt, appropriate and proportionate remedies.
- Seeking continuous improvement - Using all feedback and the lessons learnt from complaints to improve service design and delivery.

We will operate at all times from the premise that any person is entitled to express his or her views on our services and that those views should be taken seriously where this is warranted. We will not, however, tolerate any abusive or discriminatory language or behaviour towards any of our staff, and may decline to investigate a complaint further in such circumstances.

All complaints will be monitored centrally and if necessary, they will be escalated to the highest level in line with our policy depending on the complexity or seriousness of the issue.

In all cases whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and (subject to the Privacy Policy) any action taken as a result of the complaint.

3. Confidentiality

All complaint information will be handled sensitively, telling only those who need to know in accordance with data protection requirements.

4. External Assistance

As the RSN is a registered charity, the complainant can complain to the Charity Commission Regulator at any stage. Information about the kind of complaints the Charity Commission can involve itself in can be found on their website at: <https://www.gov.uk/complain-about-charity>