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Complaints and Appeals: Students

1. Procedure

Evolution Foundaton College views complaints by students as important feedback: when things are not right it encourages students to complain constructively so that it may remedy matters as quickly as possible, allowing the Academy to enhance what it offers students and so that any negative effects on students' learning and progress are minimised.

Evolution Foundaton College's Complaints Procedure is for students training on the Evolution Full Time Foundation Course:

Complaints Timescale:

STAGE 1 – Informal Stage

STAGE 2 – Formal Stage (Form attached)

All information submitted in relation to student complaints shall be dealt with confidentially, and only disclosed as necessary to progress towards the outcome. All parties (including students) are expected to observe confidentiality of complaints.

2. Timescales

Complaints should be raised as soon as possible in order to ensure prompt investigation and swift resolution. Students who wish to make a complaint must invoke the informal (stage one) complaints procedure within one calendar month of the incident that has given rise to the complaint.

Students who wish to make a formal complaint (stage two) must do so within three calendar months of the incident that has given rise to the complaint. Complaints will normally be dealt with within three calendar months from receipt of a formal (stage two) complaint.

This procedure does not cover complaints which are currently under investigation by the Office of the Independent Adjudicator or a Court or Tribunal.

3. What types of complaints are covered?

A complaint may include, but is not limited to:

- Perceived failure by Evolution Foundaton College to follow an appropriate administrative process or satisfactorily apply an institutional policy;
- Dissatisfaction with Admissions processes;



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- Perceived failure of Evolution Foundaton College to meet obligations outlined in Student Handbooks;
- Concerns about the quality of facilities, learning resources or services provided by the Academy;
- To appeal against the decision of the Assessment Board (non-degree students only);
- Perceived deficiencies in standards of service, for example, support facilities or administrative services;
- Perceived misinformation about an academic programme;
- Dissatisfaction with the level and availability of pastoral support;
- Inappropriate behaviour, allegations of harassment, bullying, or victimisation of a member of staff, student or contractor;
- Where a student submits multiple complaints relating to the same issue, the Academy reserves the right to treat the matter as a single complaint.

5. Making an Informal Complaint (Stage One)

- 5.1 While the Academy makes every effort to ensure that all students are provided with the support and advice required, a student may feel that they are not receiving the guidance they need, or that the College has failed them in some way.
- 5.2 In the first instance, the student should discuss any issues of concern with the College Principal or Head of Department if it is anticipated that such matters can be resolved. A record of this meeting and any agreed action will be kept by mutual consent of the College Directors and the student.

6. Making a Formal (Stage Two) Complaint

6.1 If an issue still exists the student should submit a formal written outline of their grievance and the circumstances surrounding it to the College Administrator who will make every effort to investigate the grievance and either remedy the situation or provide a full explanation of the case. The following procedure should be followed:

6.2 The formal complaint should be put in writing to the College Directors, who will acknowledge the receipt of the grievance within ten working days, advise any member of staff involved that a complaint has been lodged and consider the complaint based on the evidence provided and discussions deemed appropriate.

6.3 The College Directors will determine whether or not there is justification for the complaint or if the complaint does not fall within the complaint procedure and requires to be dealt with in another way.

6.4 If there is justification for the complaint, the College Directors will arrange for the appropriate action to be taken.



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6.5 Any decision will be communicated to the student in writing within 30 days.

6.6 Any student found to be making a malicious complaint that is not founded may be dealt with under the Disciplinary Procedures.

6.7 A formal (stage two) complaint may be appropriate where the student has declined to engage in the informal complaint stage for good cause; is dissatisfied with the resolution proposed to their complaint at the end of the informal stage; or the grounds for the complaint are serious and/or complex and require a more formal procedure. In this context, 'good cause' may include concern about the safety or well-being of students and others if the matter is not dealt with formally and promptly. Formal complaints should normally be raised within three calendar months of the matter that has given rise to the complaint.

6.8 To make a formal complaint the student should send an email to 'enquiries@evolutionfoundationcollege.co.uk'. The email should detail the grounds for the complaint, together with a statement of what has been done by the student to attempt to resolve the complaint. All supporting evidence must be submitted at this stage as there is no provision to lodge a new complaint or evidence after this stage. When it is completed, the

6.9 Supporting evidence for a formal complaint might include:

- Independent medical evidence
- Financial information
- Witness statements
- Copies of emails or screenshots from devices (for example mobile phones, laptop)

6.10 When a formal complaint has been submitted, the student will receive an acknowledgment, within ten working days. If the student has not pursued the informal process and does not provide a satisfactory explanation as to why the informal stage has been avoided, the College Directors may refer the complaint back to the student to be taken through the informal stage.

6.11 The College Directors will gather all the evidence regarding the complaint.

7. Appeal

7.1 If the complaint is not resolved at the formal stage 2, the student can ask for a review of the decision.

7.2 This must be submitted in writing to the College Directors within 15 working days of receiving the stage 2 complaint outcome. The appeal should include a rationale stating the reasons of the appeal and the possible/desired outcomes from the student.



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7.2 The final decision will be reviewed by the College Directors and inform the student about the outcome within 20 working days of receiving the appeal.

Complaint/Appeal Form

This form can be used by a student to complain about any service or lack of service provided by the Academy to which a response is expected. Please specify the type of complaint below:



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Formal Stage 2

Please return the completed form to: Kevin Tapsell, College Director:
kevin@evolutionfoundationcollege.co.uk. You should receive an acknowledgement within one week of lodging your completed complaint form.

SECTION ONE - YOUR DETAILS:

Surname Title

Forename(s)

Address for correspondence

Postcode

Email address

Telephone

SECTION TWO - YOUR COMPLAINT:

Name of staff/service you are complaining about (if relevant)	
Have you attempted to conciliate on your complaint/appeal?	
If yes, please provide date of conciliation meeting	
If no, please explain why.	

Please provide further information on your complaint/appeal. Please detail each individual complaint point and resolution you are seeking, attaching any additional evidence that you have to substantiate your complaint, using separate sheets if necessary.

Date of incident

Nature of complaint (please summarise the key points)

Please summarise how you would like to see your complaint resolved

SECTION THREE – TIME LIMITS:



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The completed complaints form should be lodged with the College Directors within the time limits detailed in the Complaints/Appeals Policy. An extension of these time limits will only be possible in exceptional circumstances, such as illness, an apparent risk of victimisation, personal embarrassment or other hindrance beyond the student's control. If your complaint has been made outside of these time limits please detail below the reason for this.

SECTION FOUR – DECLARATION:

In accordance with the General Data Protection Regulation (EU) 2016/679 we are required to obtain your consent for the following:

1. a) to hold some elements of the information that you have provided on an electronic database;
2. b) to disclose the information that you have provided to authorised members of University staff, their legal advisers or where the law requires, as necessary for the reasonable purposes connected with the investigation of your complaint.

Please sign below to confirm that the information you have provided is accurate to the best of your knowledge, and to indicate your consent for the information provided to be used as detailed above.

Signed

Dated