

Poileasaidh Gearanan Oileanaich

Student Complaints Policy

Màrt 2018

Ri fhaighinn ann an cruth mòr (16pt)
agus gu didseatach.

Fios gu Rùnaire a' Phrionnsapail.

www.smo.uhi.ac.uk

Tha Sabhal Mòr Ostaig na charthannas clàraichte an Alba SC002578.

Eachdraidh nan Dreachdan

Àireamh Dreachd	Ceann-là atharrachaidh	Geàrr-iomradh air atharrachaidhean
1.0	15/06/12	A' chiad dreach, CoCO12-02. NNT
1.1	09/03/18 CU18-01	Pìos a chur ris aig 2.5 & 4.2- Stiùireadh SQA cùrsa TBH agus NPA Meadhanan Gàidhlig. Aonta CU18-01. NNT
1.2	21/07/22	Puingean bhon O'G review (SFC) Riochdairean-gnè KNA

Poileasaidh agus modh-obrach gearain – *Complaints policy and procedure*

Tha poileasaidh agus modh-obrach gearain airson oileanaich OGE ri fhaighinn air an làraich-lìn www.uhi.ac.uk Ged a tha beagan atharrachaidhean eadar an dà phoileasaidh, gu sònraichte a thaobh cheann-là, tha iad ag obair còmhla.

University of the Highlands and Islands students should note that The University of the Highlands and Islands has developed a UHI Student Complaints Policy and Procedure which can be viewed on the web-site at www.uhi.ac.uk. Although there are slight differences between the two policies, particularly with regards to timescales, the two documents complement each other.

1.0 Ro-ràdh - *Introduction*

1.1 Tha còraichean aig oileanaich agus luchd-cleachdaidh eile na Colaiste air seirbheis àrd-ìre fad na h-ùine bhon Cholaiste. A thaobh oileanaich, tha seo a' ciallachadh bhon chiad chonaltradh aca leis a' Cholaiste; no dòighean-obrach trusaidh agus inntigidh; deagh-ghnè an teagaisg agus an ionnsachaidh; agus, an taic agus a' chomhairle fhad 's a tha iad anns a' Cholaiste. Tha seo cuideachd a' bualadh air na seirbheisean a gheibh iad às dèidh dhaibh a' Cholaiste fhàgail .i. aig àm ceumnachaidh agus a thaobh theisteanasan.

1.1 Sabhal Mòr Ostaig students and all other users of college services and facilities are entitled to expect the highest quality of service from the College at all times. In respect of students, this applies from the time initial contact is made with the College; the processes of recruitment and induction; the quality of the learning and assessment experienced and to the support and guidance services provided. This equally applies to services provided when the student has left college, e.g. certification, graduation and the provision of references.

1.2 'S e amas a' mhodh-obrach seo mìneachadh a dhèanamh air na ceumannan iomchaidh a bu chòir don neach a ghabhail ma tha iad a' faireachdainn nach deach seirbheis iomchaidh a thoirt seachad.

1.2 The objective of the complaints procedure is to describe the appropriate steps a student or other party should take in the event that they feel that the expected or stated level of service has not been provided.

1.3 Tha e cudromach gu bheil a' mhodh-obrach seo a' ruith ann an dòigh a tha cothromach agus follaiseach agus nach bidh oileanaich a' fulang cron sam bith le bhith a' cur a-steach gearan.

1.3 The College aims to operate a fair and transparent students complaints procedure and students will not suffer any detriment by making a complaint.

1.4 Thèid beachdachadh air gearanan gun urra ma tha fiosrachadh gu leòr ann agus an urrainn dhuinn tuilleadh rannsachadh a dhèanamh. Ma thèid co-dhùnadh a dhèanamh gun a bhith gluasad air adhart leis an gearran seo, feumaidh Manaidsear iomchaidh aig a' Cholaiste a bhith an sàs leis an co-dhùnadh agus thèid clàr a dhèanamh a rèir sin.

1.4 Anonymous complaints will be considered if there is sufficient information to enable us to make further enquiries. Any decision not to take an anonymous complaint further will need to be made by a suitable senior member of staff at the College and a record will be made accordingly.

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2.0 Prionnsapalan farsaing - *General principles*

2.1 Thathas a' sùileachadh gun dèiligear ris a' mhòr-chuid de ghearanan mus ruigear modh-obrach foirmeil. Bu chòir do oileanach a tha den bheachd nach d' fhuair iad an t-seirbheis a b' fhèarr a b' urrainn bruidhinn ris an neach-obrach a bha an sàs, sa chiad dol a-mach. Ma tha iad a' faireachdainn nach b' urrainn dhaibh sin a dhèanamh bu chòir dhaibh bruidhinn ri Ceannard Sheirbheisean Taic Oileanaich.

2.1 It is expected that most issues of concern will be resolved without formal procedure. A student who considers that they have not had the quality of experience expected should discuss the matter directly with the member of staff most closely involved. If the student does not feel able to do this they should take advice from the Head of Student Support Services.

2.2 Bu chòir gnothaichean co-cheangailte ri clas, no ri buidheann de dh'oileanaich, a thogail tron Riochdaire Oileanaich air comataidhean a' chùrsa no tro dhòighean eile anns am bi a' Cholaiste a' toirt cothrom to ghuth nan oileanach ann an gnothaichean làitheil na Colaiste.

2.2 Matters of general concern to a class, or a group of students, may be dealt with through their Student Representative on Course Committees, or other channels provided to encourage student involvement in College and Course operations.

2.3 Mus beachdaichear air am modh-obrach foirmeil a chleachdadh bu chòir oileanaich bruidhinn mun t-suidheachadh leis a' Chomhairliche Oileanaich aca, ris an Stiùiriche Chùrsa aca no Ceannard Sheirbheisean Taic Oileanaich.

2.3 Before contemplating using the formal procedure, students may wish to discuss the situation with their Student Adviser, Course Leader or the Head of Student Support Services.

2.4 Bu chòir am modh-obrach a chleachdadh le oileanaich nuair nach eil iad riarichte leis mar a thachair tro dhòighean gearain neo-foirmeil.

2.4 The formal complaints procedure should be used by individual students when they have been unable to gain satisfaction through informal approaches to the member of staff most directly involved and/or their Course Leader.

2.5 Cha bu chòir am modh-obrach a chleachdadh gus cur an aghaidh cho-dhùnidhean a thaobh toraidhean mheasaidhean. Bu chòir Modh-obrach na Colaiste airson Tagradh an aghaidh Co-dhùnidhean Mheasaidhean a chleachdadh airson sin.

2.5 The formal complaints procedure should not be used for challenging assessment decisions - the College's Assessment Appeals Procedure should be used for this.

2.6 Bu chòir gach gearan a chur ann an sgrìobhadh gu Iar Stiùiriche an Fhoghlaim: Teagasg, Ionnsachadh agus Deagh-ghnè. Bu chòir freagairtean a bhith ann an sgrìobhadh cuideachd, gu h-àbhaisteach taobh a-staigh còig làithean-obrach.

2.6 All complaints shall be notified in writing to the Deputy Director of Studies: Teaching, Learning & Quality. Responses shall also be made in writing, normally within five working days of the receipt of the complaint.

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2.7 Tha còraichean aig oileanaich cuideigin eile a bhith còmhla riutha aig coinneamhan sam bith fon mhodh-obrach ghearain. Ma dh'iarraas an t-oileanach air cuideigin a bhith còmhla riutha, bu chòir dithis luchd-obrach a bhith aig a' choinneimh. Cha bu choir coinneamhan a bhith a' tachairt le oileanach is dithis luchd-obrach no dithis oileanach is aon neach-obrach.

2.7 The student is entitled to be accompanied at any meeting held under the Complaints procedure. If the student chooses to be accompanied, the member of staff shall also be accompanied. No meeting shall take place with two members of staff and one student, or two students and one member of staff.

2.8 Thèid co-dhùnaidhean bho na coinneamhan a sgrìobhadh leis an neach a ghairmeas a' choinneamh agus bu chòir dhan oileanach a shoighneadh cuideachd. Thèid leth-bhreacan gu gach neach a bh' aig a' choinneimh. Thèid seo a dhèanamh taobh a-staigh còig làithean obrach.

2.8 The outcome of all meetings held under the complaints procedure shall be written up by the member of staff convening the meeting and countersigned by the student who raised the complaint. Copies shall be provided for others attending the meeting. This shall be completed within five working days of the meeting.

3.0 Ìrean den mhodh-obrach fhoirmeil - Stages of the formal procedure

3.1 Cuiridh an t-oileanach fiosrachadh mionaideach ann an sgrìobhadh mun ghearain dhan Iar-Stiùiriche Foghlaim: teagasg, ionnsachadh is deagh-ghnè. Tha e cudromach gum bi an litir ag ainmeachadh cùisean cho mionaideach 's a ghabhas. Far a bheil e comasach, bu chòir iomradh a thoirt air far nach deach poileasaidh no modh-obrach na Colaiste a leantainn.

3.1 The student shall notify the Depute Director of Studies: Teaching, Learning & Quality in writing of the details of their complaint. It is important that the letter should identify instances as accurately as possible. Wherever possible, reference should be made to a specific item of College policy or procedure that it is alleged has not been adhered to.

3.2 Tha e an urra ris an Iar-Stiùiriche Foghlaim: teagasg, ionnsachadh is deagh-ghnè coinneamh a ghairm. Bu chòir dhan choinneimh tachairt taobh a-staigh còig làithean obrach, san àbhaist.

3.2 The Depute Director of Studies: Teaching, Learning & Quality shall convene a meeting to consider the complaint. The meeting shall normally take place within 5 working days of receipt of the complaint.

3.3 Ni an Iar-Stiùiriche Foghlaim: teagasg, ionnsachadh is deagh-ghnè co-dhùnadh air a' ghnòthaich agus sgrìobhaidh e dhan a h-uile duine a tha an sàs, taobh a-staigh còig làithean obrach bhon a thachair a' choinneamh, san àbhaist.

3.3 The Depute Director of Studies: Teaching, Learning & Quality shall decide on the complaint and issue their findings in writing to all relevant parties, normally within 5 working days of the meeting.

3.4 Bu chòir tagraidhean an aghaidh a' cho-dhùnaidh a thogail le Stiùiriche an Fhoghlaim, taobh a-staigh 10 làithean obraich bhon a fhuair an t-oileanaich litir leis a' chiad cho-dhùnadh. Ni Stiùiriche an Fhoghlaim co-dhùnadh air a' chùis ('s dòcha gun choinneamh). Sgaoilidh Stiùiriche an Fhoghlaim am fiosrachadh seo ann an litir dhan a h-uile neach a tha an sàs, taobh a-staigh 10 làithean obrach bhon a thachair a' choinneamh.

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3.4 Appeals against the decision of a Deputy Director of Studies: Teaching, Learning & Quality shall be made in writing and lodged with the Director of Studies, normally within 10 working days of the letter communicating the decision of the Deputy Director of Studies: Teaching, Learning & Quality. The Director of Studies shall decide on the appeal and will either reject or uphold this and may do so with or without holding a meeting to consider this matter. The Director of Studies shall issue their findings in writing to all relevant parties, normally within 10 working days of receiving an appeal.

3.5 Far nach eil an t-oileanach riarachtaichte le toradh an tagraidh, 's urrainn dhaibh tagradh deireannach a thogail le Prionnsapal na Colaiste, taobh a-staigh 10 làithean obrach bhon a fhuair iad an litir.

3.5 Where a student remains dissatisfied with the outcome of an appeal to the Director of Studies they will be entitled to a final internal appeal to the College Principal, normally within 10 working days of the letter communicating the decision of the Director of Studies.

3.6 Mas ann mu dheidhinn an Iar Stiùiriche Foghlaim a tha an gearan, dèiligidh Stiùiriche an Fhoghlaim ris. Bidh e an urra ri Stiùiriche an Fhoghlaim coinneamh a ghairm.

3.6 Where the initial complaint is against the Deputy Director of Studies: Teaching, Learning & Quality and agreement cannot be reached, the matter shall be referred to the Director of Studies.

3.7 Anns an t-suidheachadh seo bu chòir tagraidhean an aghaidh co-dhùnaidh Stiùiriche an Fhoghlaim a dhol dhan Phrionnsapal taobh a-staigh 10 làithean obrach bhon litir.

3.7 In this situation appeals against the decision of the Director of Studies shall be made in writing and lodged with the College Principal normally within 10 working days of the letter communicating the decision of the Director of Studies.

4.0 Ceumannan a bharrachd - Further steps

4.1 Bu chòir oileanaich nach eil fhathast riarachtaichte leis a' cho-dhùnadh, tagradh a chur dhan SPSO (faicibh Earrann 6)

4.1 Students who remain dissatisfied after all internal stages of the process have been completed, may appeal to the Scottish Public Services Ombudsman at www.scottishombudsman.org.uk (See Section 6)

4.2 Tha an còir aig oileanaich air cùrsaichean SQA gearain a chur gu SQA. Cha choimhead SQA ris a' ghearain agad mur a bheil thu air a dhol troimh gach ìre de mhodh-obrach gearain na Colaiste agus gu bheil thu fhathast mì-riarachtaichte leis a' cho-dhùnadh, air neo an dòigh anns an do dhèilig sinn ris a' ghearain agad.

Coimheadaidh SQA ri gearainean mu dheidhinn:

- measadh - anns an t-seadh as fharsainghe, a' toirt a-steach giùlain, ullachadh airson, agus àrainneachd measaidh
- mì-riarachas le mar a chaidh dèiligeadh ris a' ghearain agad

Cha choimhead SQA ri gearainean mu:

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- thoraidhean/co-dhùnaidhean measaidh (cleachd Modh-obrach Tagradh an aghaidh Chò-dhùnaidhean Measaidh airson seo)
- factairean eile aig a bheil buaidh ort mar oileanach (m.e. seirbhisean taic, taic ionmhais, goireasan)

4.2 Candidates of SQA qualifications also have the right to complain to SQA as the awarding body. SQA will only consider your complaint if you have already gone through all stages of Sabhal Mòr Ostaig's complaints procedure and remain dissatisfied with the outcome, or the way in which we handled your complaint.

SQA will deal with complaints about:

- assessment - in the broadest sense, including the conduct of, preparation for, and environment for, assessment
- dissatisfaction with the way in which the centre handled the complaint

SQA will not deal with complaints about:

- assessment decisions (use Assessment Appeals Procedure)
- the wider experience of being a candidate (eg support services, funding, facilities)

5.0 Modh-obrach airson luchd-cleachdaidh na Colaiste agus a' phobaill - Procedure for complaints by employers of students or other users of College services and facilities and members of the public

5.1 Bu choir don neach sgrìobhadh gu Oifis a' Phrionnsapail, a' mìneachadh a' ghearain.

5.1 The complainant should write to the Principal's Office, explaining the nature of their complaint.

5.2 Bheir Oifis a' Phrionnsapail fios seachad gu bheil a' dèiligeadh ris a' ghearain taobh a-staigh trì làithean obrach le amas co-dhùnadh a dhèanamh taobh a-staigh 10 làithean obrach. Mura bi e comasach sin a dhèanamh (.i. saor-làithean) thèid innse sa chiad fhreagairt le mìneachadh air an adhbhar.

5.2 The Principal's Office will provide an acknowledgement within 3 working days and will seek to provide a response within 10 working days. If the college is unable to provide such a response within 10 working days (e.g. because of holidays), the complainant will be informed of the delay and the reason for the delay.

6.0 Oifis Sheirbheisean Phoblach na h-Alba - The Scottish Public Services Ombudsman

6.1 Mura h-eil an neach riarichte às dèidh dhaibh am modh-obrach a leantainn, bu chòir dhaibh fios a chur gu Oifis Sheirbheisean Poblach na h-Alba [SPSO] airson comhairle agus foirm-gearain air 0800 377 7330.

6.1 If you remain dissatisfied once you have completed Sabhal Mòr Ostaig's complaints procedure, contact the SPSO for advice and request a complaint form on Freephone 0800 377 7330.

6.2 'S e SPSO an ceum mu dheireadh airson ghearanan mun mhòr-chuid de ghnìomhachasan anns na seirbheisean poblach, Sabhal Mòr Ostaig nam measg. Tha an t-seirbheis seo neo-eisimeileach, saor-an-asgaidh agus diomhair.

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6.2 The SPSO is the final stage for complaints about most organisations that provide public services in Scotland, including Sabhal Mòr Ostaig. Their service is independent, free and confidential.

6.3 San àbhaist cha bhi an SPSO deònach dèiligeadh ri gearanan gus a bheil an neach air modh-obrach na Colaiste a chleachdadh. San àbhaist cha bhi e comasach dhaibh a bharrachd dèiligeadh ri:

- Gearanan a thòisich còrr is bliadhna air ais
- Gearanan a chaidh no a tha a' dol tron chùirt

6.3 The SPSO will normally only consider a complaint after you have completed Sabhal Mòr Ostaig's complaints procedure. The SPSO cannot normally look at complaints:

- More than 12 months after you became aware of the matter you want to complain about, or
- That have been or are being considered in court

SPSO

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