HE Student Complaints Procedure

**Initial Stage**
Talk to those concerned. e.g. Academic Adviser, Course Rep, or Support Tutor

**Second Stage**
If not satisfactorily resolved write to the HE Pastoral and Admin Manager

**Final Stage**
If not satisfactorily resolved follow Carmel College HE Formal complaint procedure (see Year 0 Homepage on Carmel Connect or www.carmel.ac.uk (HE section)

- **Acknowledge within 10 working days.**
- **Investigation by HE Pastoral and Admin Manager**
- **Decision in writing within 10 working days of investigation**
- **Final decision in writing within 20 working days of investigation**
- **If there is evidence that complaint was not handled properly or further remedy sought**

**Issue Resolved**

**Have recourse to the Office of the Independent Adjudicator (OIA) Student Complaints Scheme**
https://www.oiahe.org.uk/students/how-to-complain-to-us/