



Coláiste Breisoideachas Stigh Lorgan Stillorgan College of Further Education

COMPLAINTS PROCEDURES FOR STUDENTS IN RELATION TO THE PROVISION OF SERVICES OR FACILITIES AND OTHER COURSE-RELATED ISSUES

Introduction

The following procedures are intended to deal with circumstances in which a student has a complaint concerning **the provision of services or facilities in the College, or other matters relating to a student's time in the College.**

There is a separate appeals procedure for academic assessment.

There is also a separate Code of Practice for dealing with complaints by a student (who has reached the age of eighteen) against a Staff Member employed by County Dublin Vocational Education Committee.

Stage One – The Informal Stage

Most difficulties can be resolved at an early stage by talking with the individual(s) most concerned with the issue at the local level. For example, in the case of complaints by students regarding their course of study, this would involve speaking to the subject tutor, course co-ordinator, or other staff directly involved with the subject or course. Such action can often result in a speedy resolution of the matter without the need for formal proceedings.

If it's a matter to do with facilities in the College, this matter should be brought to the attention of your Class Representative who can then raise the matter at a Student Council meeting.

If you remain dissatisfied after approaching the person(s) immediately responsible, or after raising the matter through the Student Council as appropriate, you may approach the Deputy Principal or Principal to discuss the issue. *(If the complaint is an issue that involves the Deputy Principal, then the meeting may be facilitated by the Principal. Likewise, if it is an issue that involves the Principal, then the meeting may be facilitated by the Deputy Principal.)*

It may still be possible to deal with your complaint informally.

Only if complaints are not satisfactorily resolved at the informal stage should they proceed to the formal stages.

Stage Two – The Formal Stage

All complaints proceeding to the formal stage will be dealt with on the basis of written submissions. When submitting a written complaint please provide the following details:

- Your name and contact details
- The nature of your complaint
- What action, if any, has already been taken by you to resolve the complaint
- State what you believe an appropriate outcome of your complaint should be

This written complaint should be submitted to the College Principal. The Principal will then initiate a thorough investigation of the matter and will make a recommendation in due course.

If the complainant is unhappy with this recommendation, it is then open to him/her to appeal to the Board of Management of the College and/or County Dublin VEC as appropriate.