



Thrive-skills student complaint form- Stage 2 (formal)

Who can use this form?

A student who has been accepted to study at Thrive-skills or a student who has completed their qualification in the last 3 months.

What is this form for?

This form is used to submit a formal complaint about the service you have received from Thrive-skills.

If you would like to raise a concern about the behaviour of a staff member, please follow the guidance in the whistleblowing policy.

If you would like to appeal against an academic decisions or outcome, please use the guidance in student appeals process and policy.

You can also raise a complaint informally, if you feel this is the most appropriate course of action. If you are not sure you wish to make a formal complaint at this stage, please contact studentservices@thrive-skills.ac.uk to discuss your options.

What will happen next?

Once you have submitted your student complaint form to student services, it will be reviewed by a member of the senior leadership team.

You might be asked for more details during this time and to resubmit your complaint form.

The member of staff investigating the complaint may talk to the complainant and others and consider documents and other evidence. They will then produce a report of their investigation describing the process they followed, the information they considered, the conclusions they have drawn and any recommendations.

The written report will be considered by the Quality Nominee, who will make a decision based on the investigator's report and recommendation(s) then write to the complainant setting out their decision in light of the investigation.

Where the Quality Nominee decides the complaint is unfounded, the outcome will be that the complaint is rejected, and the complainant will be issued with a Completion of Procedures letter explaining the rejection, this letter will also explain how the student may raise their complaint with the awarding body.

Where the Quality Nominee determines the complaint is wholly or partly substantiated, the outcome will be:

- to suggest a resolution of the complaint through conciliation (where conciliation has not been tried before); or,



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- an explanation or offer of remedial action or redress by Thrive Skills. This might be an apology to the complainant, a description of the changes we are making to make sure the action does not happen again and/or an offer of compensation; or,
- the convening of a formal hearing to consider the complaint in more detail. This may happen where the issues or events giving rise to the complaint are contested and/or involve several other people; or,
- to refer the matter for resolution under a different procedure (for example, where the complaint concerns a member of staff, to the staff disciplinary procedure).

Where the Quality Nominee decides to refer the matter to a different procedure, this may limit the information which Thrive Skills is then able to share with the complainant. However, once that other procedure has been completed, the complaint will be informed of the outcome and issued with a Completion of Procedures letter including details of how they may apply to awarding body.

The complainant should receive the written decision following the investigation within one month of lodging the formal complaint.

To find out more about this process please see out student complaints process and policy, located in your student handbook, or this can be sent to you directly upon request.

If you have any questions about this form, or you need access to this form in alternative formats, please contact studentservices@thrive-skills.ac.uk

Section A- Your Details

Title	
First Name	
Last Name	
Address	
Postcode	
Thrive-email address	

Section B- Nature of the complaint

Please set out the reasons for the complaint:

- Why the complaint is being made*
- Who/what is the complaint being made about*
- The consequences of you believe you have suffered as a result*

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Section C- Outline of Actions You Have Taken So Far

If you have already taken steps to resolve your complaint informally, please outline these below, if you have not taken any steps to resolve your complaint informally please move on to section D.

Who did you discuss your complaint with?

Date of meeting/discussion

Why do you remain dissatisfied with the response to your stage 1 complaint?



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Section D- Desired Outcome

Please list what action(s) you would like taken, and any suggestions for resolution or redress in order to resolve the complaint to your satisfaction.

Please Note: Thrive-skills will make every effort to resolve all complaints to the student satisfaction but this might not be possible in some cases.

Section E- Declaration

As far as possible, all complaints will remain confidential to those people involved in the investigating the complaint, providing a response to it and communicating with you, unless there is a serious risk to harm you or others. In the interest of natural justice, parties to a complaint have the right to know the full details of the complaint.

I declare that to the best of my knowledge, all of the information I have supplied is true, accurate and complete.

Signature:

Date:

(If you do not have an electronic signature, sending this from your Thrive student email address will verify you as signing the form)

Please list any correspondence or other documents relating to your complaint that you have attached to this form.