



**Higher Education and Higher Level 4/5
Student Complaint
Policy and Procedures
2024-25**

If an applicant has a complaint or wants to appeal an admissions decision, please see Admissions Policy and Procedures for the University of Bolton course:

[Student-Admissions-Policy-24_25-with-Criminal-Conviction-revisions-4.12.23.pdf](#)

and

[Complaints-and-Appeals-Process-for-Applicants-v2.pdf](#)

OR for Bolton College Higher Level 4/5 applicants:

[Higher-Level-4-5-Admissions-Policy-and-Procedures-2024-25.pdf](#)

9. Student Complaints Procedures

9.1 The Student Complaints Procedure

for example an officer of the Students' Union, in any meeting that takes place in connection with a complaint she/he has lodged.

10.7 Where a complaint made by a student is believed to be frivolous, vexatious or motivated by malice, the college reserves the right to take disciplinary action against the student in line with the College Disciplinary Policy and breach of the Policy.

10.8 Advice on whether the complaints procedure applies and how it operates may be sought from the HE Academic Quality Leader or the Assistant Principal of Curriculum and Quality.

10.9 Where a complaint is upheld the college will reimburse the student upon production of receipts for incidental expenses (e.g. travel and subsistence) that have been necessarily incurred by the student in the resolution of their complaint. If a complaint is not upheld the student will be informed of the reason(s) for that decision. The college may in its discretion reimburse the student upon production of receipts for incidental expenses necessarily incurred by the student in putting forward their complaint if satisfied that the complaint was made in good faith.

11. Stage 1: Informal resolution of complaint

Student complaints shall be handled by staff in accordance with the Higher Education and Higher Level 4/5 Code of Practice for Staff.

11.1 If a student requires advice or wishes to discuss the matter before making a complaint she/he can consult her/his personal tutor, a student representative or an officer of the Students' Union: <https://www.nus.org.uk/> , or a friend who may be able to help and offer

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