



## **Addendum to our Complaints Policy and Procedure due to COVID-19.**

MRC Complaints Policy and Procedure outlines the process handling the complaints.

Due to the present situation, it has been revisited to take in to account these unusual circumstances and the situations our students are facing. This addendum will be a part of our complaint policy during the period September 2020 to August 2021.

### **Background:**

- The primary function of the complaint's procedure is to ensure that Mont Rose College is committed to providing high quality education and good learning experience to all students. However, Mont Rose College recognises that there may be times when this may not be received as per the expectations of the students. A complaint, then is an expression of dissatisfaction by a student towards the services offered by Mont Rose College. Complaints are welcome as they are an opportunity for Mont Rose College to monitor and make improvements to the services it provides.

### **The purpose of this addendum:**

- The purpose of this addendum is to make our procedure more efficient as we expect an increased number of complaints due to the pandemic. They will be dealt with swiftly, effectively and efficiently. Complaints handling procedure will also be as transparent and stress free as possible for those involved. The Welfare Service may be a point of contact if things become stressful. Mont Rose College has always provided a helpful environment for the students and will continue to do so in this challenging period.

### **Amendments:**

- Earlier, the students were required to take up the matter with the respective teacher or the Programme Manager on their emails. Now, the students need not take up the issue with the teachers as, not meeting face to face may delay

the things. Special email addresses are being created for this purpose and the same will be shared with the students. There won't be any need for the students to send their complaints on the email addresses of the Programme Manager. Complaints Procedure would be split in to 5 departments so that their complaints are directed to the correct department. The complaints departments and their email addresses would be as under:

- Hospitality (Programme Manager Hospitality),
- Business Marketing (Programme Manager Business Marketing):  
[complaints.bus@mrcollege.ac.uk](mailto:complaints.bus@mrcollege.ac.uk)
- Health and Social Care (Dean of Studies):  
[complaints.hsc@mrcollege.ac.uk](mailto:complaints.hsc@mrcollege.ac.uk)
- DET (Dean of Studies):  
[complaints.det@mrcollege.ac.uk](mailto:complaints.det@mrcollege.ac.uk)
- General Complaints (Welfare/Dean of Studies):  
[studentwelfare@mrcollege.ac.uk](mailto:studentwelfare@mrcollege.ac.uk)
- If the Complaint is received through the Welfare Service, then the Welfare Co-Ordinator would direct the complaint to the relevant department and ensure the complaint is followed through to its conclusion.
- As stated in the main policy, no student will be disadvantaged by submitting a complaint or raising a concern and the relevant department will work constructively with the student will address any issues they have raised.
- In order to ensure the investigation is carried out thoroughly, information may need to be collected from the relevant parties and the students' information may be shared with other departments of the Mont Rose College for this purpose. In no instance, the students' data will be shared with any outside stakeholders except as provided for in Data Protection Act (2018 (GDPR)).
- All complaints will be carried out impartially.
- All complaints can be appealed if the student is not satisfied as outlined in the procedure,

- As far as possible, matters raised in a complaint will remain confidential between the complaint department of study (subject to the provisions stated above) and the welfare Service, unless it is felt that the student is in danger, or may put another student in danger or Mont Rose College as a result of the disclosure in the complaint, then Mont Rose College will share the complaint with the relevant departments to ensure the safety of all involved.