

Prescribed & Non-Prescribed HE Stu

If the complaint is directly related to the University of Bolton then please inform your course leader that you have a complaint against the university, as they may be able to help or advise. **In the first instance, speak with the Course Leader to try and resolve the matter informally;**

For the **University of Bolton students**, please refer to their Policy and Procedures: <https://www.bolton.ac.uk/about/governance/policies/student-policies/>

For **Bolton College Level 4 students**, please refer to: <http://www.boltoncollege.ac.uk/about-us/customer-services/making-a-complaint/>

Also refer to the Office of Independent Adjudicators for Higher Education (OIAHE): enquiries@oiahe.org.uk for further information.

If your complaint is about services provided by the College, you should complain to the College using its procedures. If your complaint is about services provided by the University, you should complain using the u

Why should I want to make my views known?

As part of its quality assurance processes, the College is keen to ensure that the courses, information, services and facilities which it provides meet the needs of students and other interested parties, e.g. employers and members of the general public. We welcome comments and suggestions about how things can be improved.

How can I make my views known?

If you wish to comment about any general contact with the appropriate part of the College:

By telephone (01204 482000)

In person, with the Student Centre

By letter (Student Services, Deane Road, Bolton, BL3 5BG)

E-mail: info@boltoncc.ac.uk

If you do not know the relevant part of the College please ask for Student Services, which is located in the Atrium, Deane Road.

How may I make a complaint?

Whilst we always welcome comments and suggestions about how things might be impropropQ EE0 G-14(h



