



# **FIDI Complaints Policy**

## **Ba (hons) Graphic Design**

## **Ba (hons) Interior Design**

|                  |                |
|------------------|----------------|
| Ownership        | Warden         |
| Approval         | Academic Board |
| Last Review date | November 2023  |
| Next review date | May 2026       |

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# Complaints to FIDI

We want you to have an excellent experience while at FIDI. If at any time you find something to be unsatisfactory or you have concerns about anything, you are entitled to make a complaint.

We assure you that, if you make a complaint under the Complaints Procedure, you will not be treated any differently and will not experience any disadvantage.

**We value complaints and use information from them to help us improve our services.**

1. If something goes wrong or you are dissatisfied with our services, please tell us. This policy describes our complaints procedure and how to make a complaint. It also tells you about how we will handle your complaint and what you can expect from us.

## What is a complaint?

2. We regard a complaint as any expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us or on our behalf.

## What can I complain about?

3. You can complain about things like:

- Academic complaints, such as concerns about module delivery, administration, teaching or feedback
- Personal complaints about a member of staff, or another student or group of students
- Non-academic and non-personal complaints relating to accommodation, or general non-academic or professional services
- Harassment, bullying or discrimination in any form.

4. Your complaint may involve more than one FIDI service, area or be about someone working on our behalf.

- a concern raised internally by a member of staff (which was not about a service they received, such as a whistleblowing concern)
- a concern about a safety
- an attempt to reopen a previously concluded complaint or to have a complaint reconsidered where we have already given our final decision
- abuse or unsubstantiated allegations about our organisation or staff
- A concern raised about the findings or evaluations made about an establishment, setting or service as part of inspection or review after the inspection or review has been completed. This is because during an inspection or review the establishment setting or service has the opportunity to provide all of the

evidence needed for the inspection team to reach its findings and evaluations.

5. If other procedures or rights of appeal can help you resolve your concerns, we will give information and advice to help you.

## Who can complain?

6. Students enrolled to the Ba (hons) Graphic Design or Interior Design. This includes the representative of someone who is dissatisfied with our service (for example, a relative, friend, advocate or adviser). If you are making a complaint on someone else's behalf, you will normally need their written consent.

## How do I complain?

7. You can complain in person at any of our offices, by phone, in writing, by email *via*

**[complaints@florence-institute.com](mailto:complaints@florence-institute.com)**

It is easier for us to address complaints if you make them quickly and directly to the service concerned. So please talk to a member of our staff about the service you are complaining about. Then they can try to resolve the issue.

When complaining, please tell us:

- your full name and contact details
- as much as you can about the complaint
- what has gone wrong; and
- what outcome you are seeking.

To report anonymously students can use the [Anonymous Comment Form](#).

## Who do I contact to complain?

You can make your complaint either in person, by telephone or in writing.

We at FIDI have a two stage complaints handling procedure. We will always try to deal with your complaint quickly, but where it is clear that the matter will require a detailed investigation we will tell you and keep you updated of our progress.

Florence Institute of Design International  
Borgo Ognissanti 9,  
50123 Florence, Italy.  
Tel: +39. 055. 23. 02. 481  
Fax : +39. 055. 53. 70. 739  
Email: [Complaints@Florence-Institute.com](mailto:Complaints@Florence-Institute.com)

## How long do I have to make a complaint?

8. Normally, you must make your complaint within **three months** of:
- the event you want to complain about; or
  - finding out that you have a reason to complain.
9. In exceptional circumstances, we may be able to accept a complaint after the time limit. If you feel that the time limit should not apply to your complaint, please tell us why.

## What happens when I make a complaint?

10. We will always respond to your complaint. Our complaints procedure has two stages.

### Stage 1: Frontline Resolution

11. We aim to respond to complaints quickly (where possible, when you first tell us about the issue) at stage 1. This could mean an on-the-spot apology and explanation if something has clearly gone wrong, or immediate action to resolve the problem.
12. We will give you our decision at stage 1 in five working days or less, unless there are exceptional circumstances.
13. If you are not satisfied with the response we give at this stage, we will tell you what you can do next. If you choose to, you can take your complaint to stage 2. You must normally ask us to consider your complaint at stage 2 either:
- within three months of the event you want to complain about or finding out that you have a reason to complain; or
14. within two months of receiving your stage 1 response (if this is later). In exceptional circumstances, we may be able to accept a stage 2 complaint after the time limit. If you feel that the time limit should not apply to your complaint, please tell us why.

### Stage 2: Investigation

15. Stage 2 deals with two types of complaint: where the customer remains dissatisfied after stage 1 and those that clearly require investigation, and so are handled directly at this stage. If you do not wish your complaint to be handled at stage 1, you can ask us to handle it at stage 2 instead.
16. When using stage 2:
- we will acknowledge receipt of your complaint within three working days
  - we will confirm our understanding of the complaint we will investigate and what outcome you are looking for
  - we will try to resolve your complaint where we can (in some cases we

may suggest using an alternative complaint resolution approach, such as mediation); and

- where we cannot resolve your complaint, we will give you a full response as soon as possible, normally within 20 working days.

17. If our investigation will take longer than 20 working days, we will tell you. We will tell you our revised time limits and keep you updated on progress.

## What if I am still dissatisfied ?

A Stage 3 review will not be considered where it falls outside of this criteria or cannot be evidenced.

Students enrolled to the Ba (hons) Graphic Design or Interior Design must go through and complete the full FIDI appeals process above. Only if an issue has not been successfully resolved with FIDI, the student may ask Goldsmiths for review of their complaint. Contact details for all staff can be found on our website: <http://www.gold.ac.uk/staffdirectory/>

This is the final stage of the complaint process and the outcome of this stage is final and further discussion will not be entered into. Exceptionally, in the case of a former FIDI student who has a complaint regarding re-admission to the institution, then a complaint may be escalated to the Office of the Independent Adjudicator (OIA) if the applicant remains dissatisfied with the decision.

# Appendix 1

Stage 1 complaint or appeal will be investigated by the Pro-Warden

|                                                                                                     |  |
|-----------------------------------------------------------------------------------------------------|--|
| <b>Name</b>                                                                                         |  |
| <b>FIDI reference number</b>                                                                        |  |
| <b>Programme</b>                                                                                    |  |
| <b>Date</b>                                                                                         |  |
| <b>Grounds for complaint</b>                                                                        |  |
| <b>Please use the space below to give full details of your complaint or reasons for your appeal</b> |  |
|                                                                                                     |  |
|                                                                                                     |  |

# Appendix 2

Stage 2 complaint will be investigated by the Warden

|                                                                                                                                                                 |  |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| <b>Name</b>                                                                                                                                                     |  |
| <b>FIDI reference number</b>                                                                                                                                    |  |
| <b>Programme</b>                                                                                                                                                |  |
| <b>Date of conclusion of Stage 1</b>                                                                                                                            |  |
| <b>Grounds for raising a Stage 2 complaint</b>                                                                                                                  |  |
| <b>Please set out here the main points of your complaint; it is helpful to number each separate problem or issue:</b>                                           |  |
|                                                                                                                                                                 |  |
| <b>Please list any supporting evidence you have submitted with this form</b>                                                                                    |  |
|                                                                                                                                                                 |  |
| <b>Please explain the steps you have already taken to resolve your complaint within the Department concerned; why are you unhappy with the response so far?</b> |  |
|                                                                                                                                                                 |  |
| <b>How would you like to see your complaint resolved?</b>                                                                                                       |  |
|                                                                                                                                                                 |  |

# Appendix 3

A Stage 3 complaint will be reviewed by a nominated individual at Goldsmiths if any of the below conditions apply. A review will be undertaken of the complaint, considering whether any procedural irregularities occurred during Stage 2, the impact of any further evidence on the complaint outcome, and whether the outcome was reasonable.

|                                                                                        |                                                                                                                                                                                                                                                                                                                                                                           |
|----------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Name</b>                                                                            |                                                                                                                                                                                                                                                                                                                                                                           |
| <b>FIDI reference number</b>                                                           |                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Programme applied for</b>                                                           |                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Date of conclusion of Stage 2</b>                                                   |                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Grounds for requesting a Stage 3 review</b>                                         | <input type="checkbox"/> There were procedural irregularities in the investigation of the complaint; or<br><input type="checkbox"/> Fresh evidence can be presented which could not reasonably have been made available with submission of the Stage 2 form; or<br><input type="checkbox"/> The outcome of the investigation was not reasonable in all the circumstances. |
| <b>Please list each piece of supporting evidence you have submitted with this form</b> |                                                                                                                                                                                                                                                                                                                                                                           |
|                                                                                        |                                                                                                                                                                                                                                                                                                                                                                           |
| <b>How would you like to see your complaint resolved?</b>                              |                                                                                                                                                                                                                                                                                                                                                                           |
|                                                                                        |                                                                                                                                                                                                                                                                                                                                                                           |