



## **RAISING CONCERNS ABOUT STANDARDS AND QUALITY OF PROVISION AT ALL NATIONS CHRISTIAN COLLEGE**

If you are a student or member of staff and have any concerns about the standard or quality of provision at All Nations Christian College, you may wish to bring your concern to the Office for Students (OfS) who are our regulatory body.

The main role of the OfS is to keep all higher education providers under constant review to ensure that they comply with the ongoing conditions of registration. They entrust the task of monitoring the standards and quality of provision to an independent body, the Quality Assurance Agency.

The OfS can investigate a concern that relates to at least one of the following:

- i. The standards and quality of HE provision at the College.
- ii. The information that the College produces about our HE programmes
- iii. The lack of fair, accessible and timely procedures for handling student complaints.

The OfS does not have a direct role in dealing with individual disputes between students and higher education providers but is concerned with ensuring they have the correct procedures in place to deal with them.

To notify the OfS about an issue at a provider that they regulate, please contact: [www.officeforstudents.org.uk/contact/complaints-and-notifications/](http://www.officeforstudents.org.uk/contact/complaints-and-notifications/) They may contact you again if they require further details. However, please note that they will not be able to update you on the progress or outcome of the issue that you have raised.