



Student Complaints Procedure

London Campus

Document title: Student Complaints Procedure	
Owner: UK Director of Student and Academic Services	
Approving body: Academic Standards and Quality Committee	Date of approval: September 2024
Version: 1.3	Next review date: August 2025
Supersedes: 1.2	Previous review dates: August 2023

Introduction

The Student Complaints Procedure provides a clear and fair process for addressing student grievances. This policy supports Office for Students Condition C2 by ensuring accessible and effective resolution of complaints.

We regard a complaint as any expression of dissatisfaction about our action or lack of action, or the standard of service provided by us. If you encounter problems during your time at School, it is always best if you can address your complaint to the member of staff most directly involved in the event to give that person the opportunity to address their concerns. We try first to find an informal resolution by contacting a member of the Programme Office or our UK Director of Student and Academic Services Campus for advice in the first instance.

You can make a complaint about:

- The quality and standard of any service we provide
- Our failure to provide a service
- Our failure to follow the appropriate administrative process
- Unfair treatment
- Inappropriate behaviour by a staff member
- Inappropriate behaviour by a student. This may require the Director of Student and Academic Services to shift your complaint to Disciplinary Committee.

The School operates an independent “Student Appeals Policy” you should make use of that policy should you wish to appeal against the decisions of an exams board, disciplinary committee, fitness to study panel and academic misconduct panel. Please note that you cannot complain against an academic judgement made on your assessment.

The Complaint Form

The Complaint Form should be used only if you have already tried to resolve the matter informally. Still, if you are not satisfied with the result, this form should be submitted within 21 days of the written response to your initial complaint.

The form asks you to summarise your complaint. It also asks you to explain how you have tried to resolve the matter, why you remain unsatisfied, and what you would like to happen next. When completing the form, try to keep focused on the relevant facts and on what you want to achieve. Remember that the person receiving your form is likely to have no prior knowledge of the issues.

It is important that you include with your form a written confirmation of the response to your initial complaint. If you do not have this, ask the person who dealt with your initial complaint to provide you with a written response. If you are sending copies of other documents or correspondence, make sure that they are directly relevant to your complaint and refer to them when filling in the form. Email the completed form to your Programme Administration Office.

How will the complaint be managed?



We take all student complaints with appropriate seriousness, sympathy and confidentiality although we expect you to help us by presenting the issues clearly and in a professional way and preferably indicate a satisfactory outcome.

You may be asked to clarify particular issues or answer questions as part of an investigation. While we aim to investigate complaints within 21 days, it may take longer depending on the nature and complexity of the issues. You will be informed if there are to be any unexpected delays.

If, after exhausting the School's internal complaint's procedure, you believe the School's response is not satisfactory, you can refer your appeal to the Office of the Independent Adjudicator for Higher Education (OIA). Further details can be found on the OIA website at www.oiahe.org.uk



STUDENT COMPLAINT FORM

1. YOUR DETAILS (Please use BLOCK LETTERS)

Full name:	
Student ID number:	
Programme of study:	
Email:	
Contact phone number:	

2. COMPLAINT

Summarise the substance of your complaint, it is important for you to be as clear as you can and provide information which will help us to understand your complaint properly.

3. PREVIOUS ACTIONS

Explain here any efforts you have made to resolve the matter informally and why you are not satisfied with the response(s) you have received so far. Include with this form a copy of the last response you received, and copies of any other relevant correspondence.

4. OUTCOME

Please state below the outcome you are seeking and how you envisage your complaint might be resolved:

5. STUDENT DECLARATION

- I confirm that the information I have given is true and accurate to the best of my knowledge
- I have enclosed a copy of the last response I received and other relevant supporting documents

Signature:	Date:
------------	-------

Please complete the form and email it to your Programme Administration team.