

# Student Complaints Procedure

Reference	AR01.1
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## Student Complaints Procedure

A complaint is an expression of dissatisfaction about, for example, something we have done or not done, a decision we have made, or about the standard of service provided by us or on our behalf. A complaint submitted under this Procedure will usually be about something that has a direct impact on the student making the complaint.

Where there are more general concerns about University policies, actions or the student experience, other feedback mechanisms are available, such as module evaluation and student experience surveys.

If you wish to submit a complaint, you must follow the procedure detailed in this document.

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#### **4. What can you make a complaint about?**

- 4.1 A complaint is an expression of dissatisfaction about, for example, something we have done or not done, a decision we have made, or about the standard of service provided by us or on our behalf. This might include: not meeting obligations outlined in regulations, student handbooks or promotional material; concerns about the delivery or administration of a programme, the quality of learning resources, facilities or services; events that have caused disruption to the normal delivery of a course, service or other aspect of the student experience.
- 4.2 A complaint submitted under this Procedure will usually be about something that has a direct impact on the student making the complaint. Where there are more general concerns about University policies, actions or the student experience, other feedback mechanisms are available, such as module evaluation and student experience surveys.

#### **5. What can you not make a complaint about?**

- 5.1 You may not make a complaint using this procedure where another more appropriate procedure exists.
- 5.2 This Procedure does not cover the following:
- a. Complaints about academic outcomes, or other decisions of m 1

request formal consideration of your complaint at Stage 2. Further details are provided in Section 7.3.

- 6.3 When making a complaint, please write clearly and concisely identifying the core issue(s) and telling us what your desired outcome is. It is also important that if you have any documentary evidence you provide it to us as early as possible in the process.
- 6.4 If you require any reasonable adjustments to enable engagement with any part of the process, please let the Student Resolution and Casework team know as soon as you are able by emailing [A&C@london.ac.uk](mailto:A&C@london.ac.uk).

## **7. How will your complaint be handled?**

### **7.1 General points**

- a. We have given some indicative timings for each stage below. In total, we will aim to ensure that the process takes no longer than 90 days from receiving your formal complaint to the end of Stage 3.
- b. We will do our best to act more quickly where, for example, the impact of the issues raised might have detrimental consequences for your health or where you are feeling significant distress.
- c. We advise you to make progression decisions (for example, by meeting

7.24 A record of all correspondence and telephone calls should be maintained by the area handling the complaint.

### **7.3 Stage 2 – Formal investigation**

7.31 To be considered at Stage 2, you should email [A&C@london.ac.uk](mailto:A&C@london.ac.uk) to outline your complaint and request a Stage 2 submission form. Stage 2 is initiated by the submission of a completed form.

7.32 Where you are requesting escalation of a complaint not resolved at Stage 1 your

- 7.42 To be considered at Stage 3 you must first request a submission form from [ac-stage3@london.ac.uk](mailto:ac-stage3@london.ac.uk) and then submit a fully completed copy of the form within 14 days of the date on your Stage 2 outcome letter.
- 7.43 Your case will be referred to the Chair of the Complaints Resolution Panel who will determine whether one or more of the criteria (noted at 7.41) are met.
- 7.44 If the criteria are not met, you will receive an outcome letter, normally within 14 days of submission to Stage 3. A Completion of Procedures letter will follow from the University Secretary or appropriate delegate.
- 7.45 If the criteria are met, the full Complaints Resolution Panel will be convened. The Panel will normally meet within 28 days of receipt of the case at Stage 3. It will normally conduct its business either in person or by electronic means. However, in exceptional circumstances, it is open to the Chair to decide that its business can proceed by correspondence if there is a clear reason for doing so.
- 7.46 If the panel will take longer than the agreed timescales, we will tell you. We will notify you of revised time limits and keep you updated on progress.
- 7.47 The Complaints Resolution Panel, appointed by the University Secretary or an appropriate delegate, will consist of:
- Chair
  - Secretary
  - A member of staff from within an appropriate department of the University
  - A student member
- 7.48 No member of the Complaints Resolution Panel will have a personal or other significant interest in the case to be considered.
- 7.49 The Complaints Resolution Panel will be presented with all documentary evidence relating to your case, including records of consideration at Stages 1 and 2 and your Stage 3 submission, in order to make a decision. You will be provided with a copy of the documentation that will be considered by the Panel.
- 7.50 You are entitled to present your case to the Complaints Resolution Panel in person or through online video conferencing arrangements, depending on the format of the meeting, or by providing a written statement. You will be informed of the date of the meeting and the arrangements for attending.
- 7.51 You may be accompanied by a companion in a support capacity, but this person will not be a legal representative and will not normally be permitted to present on your behalf.
- 7.52 If you do attend the meeting, the Panel will be permitted to ask you questions and seek clarifications relating to your written and verbal submissions. You will not be able to take part in or observe the deliberations of the Panel.
- 7.53 You will be informed in writing of the outcome normally within 14 days of the

