

## **Student Complaints Policy and Procedure**

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*This document has been informed by the expectations, core and common practices of the UK Quality Code for Higher Education: Concerns, Complaints and Appeals . This can be found at the following location and contains further guidelines, references and resources: <https://www.qaa.ac.uk/en/quality-code/advice-and-guidance>*

*The development of our student complaints policy has also been guided by the OIA (Office of the Independent Adjudicator) good practice framework: handling student complaints and academic appeals. <http://www.oiahe.org.uk/providers-and-good-practice/good-practice-framework.aspx>*

### **List of appendices:**

- Appendix A - Complaints procedure flowchart
- Appendix B - Complaints appeals procedure flowchart
- Appendix C - Third Party Consent Form
- Appendix D - Group Academic Appeal/ Student Complaint Consent Form

## **1. Policy**

The Academy makes every effort to ensure that students have the best experience. It recognises that there are times when students may have a specific concern about the provision of a programme of study or a related academic service. The complaints policy and procedure aims to help to resolve such concerns in a manner which is as fair and expeditious as possible.

This policy and procedure applies to all enrolled students and recent graduates and should be adopted where a student has a complaint arising from their experience at the Academy. This includes any specific concerns about the provision of a course/module, or a programme of study, or related academic service.

If a student wishes to complain against a decision of an academic body charged with decisions on student progression, assessment and standards, including against an academic judgement once marks have been awarded at an examination board, he/she shall refer to the **Appeals Policy and Procedure**.

This policy and procedure also excludes appeals against disciplinary and admissions decisions which should be taken up in accordance with the **Disciplinary Policy and Procedure** and **Admissions Policy**, respectively.

Complaints should be raised as soon as practicable. The earlier matters are raised, the easier resolution tends to be. Many complaints can be resolved informally through the informal complaints procedure. In cases where an informal solution cannot be resolved the formal complaints procedure will be invoked.

### **1.1 Examples of matters which could be raised through this complaints policy**

- Perceived deficiencies in academic provision (e.g. scheduling of classes; amended submission dates; submission procedures for assessed work; provision of feedback).
- Perceived deficiencies in the standard of academic provision.
- Perceived mismatch between the programme of study as advertised, and that actually delivered.
- Perceived deficiencies in service provision and learning resources.
- Allegations of personal detriment or harm e.g. harassment, bullying, or victimisation.
- Allegations of violence may be raised through this procedure, although these should be referred directly to the Police if serious.

## 1.2 Examples of matters which are excluded from this policy

- Academic Appeals (see the separate policy in place for academic appeals).
- Admissions (complaints regarding the admissions processes and decisions are subject to a separate complaints procedure).
- Complaints against other students may be lodged through this process, but, if appropriate, will be progressed through the Student Disciplinary Policy and Procedures. Similarly, complaints against members of staff will, if appropriate, be progressed through the Staff Disciplinary Policy and Procedure.

## 2. Procedure

### 2.1 Informal Procedure

If a student has a complaint, the matter should be raised initially with their Programme/ Pathway Leader, or Academic Programme Manager. **This should be done within ten working days of the matter becoming a concern.** The complaint should be raised orally in the first instance, although the student/s may be requested to put it in writing. In the event that the complaint relates to one of the aforementioned people who would normally deal with a complaint at this stage, the complaint should be referred to the Director of Programmes.

The staff member will attempt to resolve the complaint informally. They shall enquire into the complaint and will discuss it with the student/s. If the staff member, following a discussion with the student/s, feels that the complaint should be dealt with formally, the student/s should follow the Formal Complaints Procedure.

In both cases the staff member should advise the student/s of their decision within seven working days after the complaint is received. The decision will normally be communicated to the student/s orally. In the event that the student/s does not find the decision acceptable, he/she may request that a written decision is provided.

If, upon receipt of the written decision, the student/s is still dissatisfied with the decision, they may progress the complaint according to the Formal Complaints Procedure.

### 2.2 Formal Procedure

Where a complaint has not been resolved through the informal procedure, a student should use the formal procedure. The formal procedure means that the complaint must be put in writing. It will be investigated at a senior level in the Academy and a written outcome will be given to the student/s.

A student wishing a complaint to be considered formally should submit the matter in writing (for example by email, marking it as a formal complaint in the subject header). Formal complaints must be submitted to the Director of Academic Quality, Standards and Student Experience (DQASSE) **This must be done within ten working days of the outcome or failure of the Informal Procedure stage, or within ten working days of the act or omission complained of, or its latest incidence. The DQASSE will acknowledge receipt of the complaint and inform the student/s how the matter will be taken forward, within two working days of receipt.** A complaint submitted outside this timescale should include an explanation of why it is late.

Complaints made by third parties on behalf of a student will only be accepted if the student has given their written permission that the third party may act on their behalf. Please note that where this option is taken up the student's representative will attend all meetings and respond to all correspondence *in the place* of the student. A Third Party Consent Form can be found in **Appendix C** of this document and on Moodle.

A complaint may be made individually, or collectively (i.e. by more than one student). Where a complaint is made collectively the Academy will request that a spokesperson is nominated by the students making the complaint, to whom all correspondence relating to the complaint may be addressed. Students making a collective complaint should complete the Group Appeal/ Complaint Form found in **Appendix D** of this document and on Moodle.

If the Informal Procedure stage has not been undertaken and the DQASSE considers that it should have been entered into, the complaint will be referred to this stage.

It is at the discretion of the DQASSE whether late-submitted complaints will be accepted. Where the Formal Procedure Stage is refused, the DQASSE will write to the student/s **within five working days** setting out the reasons for the decision and issue the student/s with a 'Completion of Internal Procedures letter' which is required before a complaint can be lodged with The Open University.

The DQASSE will consider and investigate the complaint, unless they had previously considered it at the informal stage, in which instance the DQASSE will arrange for the matter to be considered by the Director of Programmes or other suitably senior staff member (who has no direct involvement in the complaint).

The form which the investigation will take is at the discretion of the Investigating Officer. It will normally involve discussion with the student/s and discussion with any persons required to respond to the complaint (respondents), and/or any other relevant person. These discussions will normally be undertaken separately, and may be conducted by telephone. The investigation may also involve the consideration of documentary evidence. Any documentary evidence supplied by either the student/s or the respondent(s) will normally be provided to both parties, unless the Investigating Officer considers that a good case for confidentiality has been made by either side.

**Both student/s and respondent(s) will be given at least five working days' notice of a meeting with the Investigating Officer.** Both may be accompanied or represented at this meeting. If during the course of the investigation the Investigating Officer considers it appropriate, the matter may be referred for consideration under the Student or Staff Disciplinary Policy and Procedure as appropriate, including if the complaint is thought to be malicious or vexatious. In such a case, the complaint procedure is suspended until the outcome of the disciplinary proceedings, since these may affect the outcome and/or remedy of the complaint. The student/s will be notified of this in writing.

At the conclusion of the investigation, the Investigating Officer will detail the outcome in writing setting out the scope of the investigation and the reasons for the decision. The timescale for this will depend on the complexity of the matter in question. **A student/s can normally expect to receive the outcome within 30 working days of submitting the complaint. However, a student will be advised if a time extension is required and the reasons why.** The DQASSE will communicate these to the student/s.

*In the absence of the The Director of Academic Quality, Standards and Student Experience, or where there is a conflict of interests, the Director of Operations shall deputise in these duties.*

### **2.2.1 If the complaint is found to be substantiated**

If the complaint is found to be substantiated in whole or part, the Investigating Officer will identify a course of action. If the Investigating Officer considers that any other action or remedy would be appropriate, this should first be discussed with the Director of Programmes. Actions may include one or more of the following:

- written apology;
- requiring the Academy to take steps to remedy any disadvantage suffered by the student/s.

The DQASSE will inform both student/s and respondent(s). A 'Completion of Internal Procedures Letter' will be issued. The DQASSE will advise the student/s of the Appeal Procedure.

## **2.3 Appeals Procedure**

If a student (or group of students) is not satisfied with the outcome of the Formal Procedures stage, they are entitled to request an appeal. The Appeal Stage is not a re-hearing of the original complaint, and will not automatically be given. **A student wishing to appeal against a decision must do so within five working days of the decision.** To do so the student/s should inform the DQASSE in writing stating the grounds for appeal. In cases where the DQASSE was the original investigating officer, the appeal will be passed to the Director of Programmes or other suitably senior staff member (who has no direct involvement in the complaint). The student will be notified who the Investigating Officer will be.

### **2.3.1 Grounds for Appeal**

Appeals against outcomes of the Formal Procedure may be sought on the following grounds only:

- (i) That there were procedural irregularities in the conduct of the Formal Procedure which resulted in disadvantage to the student/s;
- (ii) that on the facts available during the Formal Procedure, the Student/s felt the decision and outcome were not reasonable.

The Investigating Officer has the right to refuse the Appeal Stage where:

- (i) No case has been made out in respect of the grounds identified above; and/or
- (ii) the request for the Appeal Procedure was submitted late.

Where the appeal is refused, the Investigating Officer will write to the student/s setting out the reasons for the decision and DQASSE will issue the student/s with a 'Completion of Internal Procedures Letter'. This concludes the process within the Academy. **A student will normally be notified of this outcome within five working days of receipt of the request.**

Where the appeal request is deemed valid, the DQASSE will arrange for the matter to be considered by an Appeal Officer, who will be a member of staff of appropriate seniority (who has no direct involvement in the complaint) and will **notify the student of this within five working days of receipt of the request.**

The form which consideration of an appeal will take is at the discretion of the Appeal Officer. It will normally involve discussion with the student/s and discussion with any persons required to respond to the complaint (respondents), and/or any other relevant person. These discussions will normally be undertaken separately, and may be conducted by telephone. Both student/s and respondent(s) will be given at least five working days' notice of a meeting with the Appeal Officer. Both may be accompanied or represented at this meeting. The Appeal Procedure will consider documentation already submitted and the outcome of the Formal Procedure. New material may not normally be submitted at the Appeal Stage. New complaints may not be included at the Appeal Stage.

At the conclusion of the Appeal Procedure, the Appeal Officer will detail their judgement in writing, setting out the scope of the Appeal Procedure and the reasons for the decision reached. The timescale for this will depend on the complexity of the matter in question. **A student/s can normally expect to receive an outcome within ten working days of notification of the Appeal Procedure.** If this is exceeded, the Appeal Officer should notify the DQASSE of the reasons for the delay, and identify an expected completion date, who in turn will communicate these to the student/s.

If the appeal is upheld in part or whole the Appeal Officer will identify a course of action. This may include any of those available during the Formal Procedure. If the Appeal Officer considers that any other action or remedy would be appropriate; this should first be discussed with the Director of Programmes and/ or the Principal (as appropriate, to avoid any conflicts of interest). The Appeal Officer will send the written outcome to the DQASSE. The DQASSE will send this to both student/s and respondent(s).

*In the absence of the The Director of Academic Quality, Standards and Student Experience, or where there is a conflict of interests, the Director of Operations shall deputise in these duties.*

The Academy will issue a 'Completion of Internal Procedures Letter'. This letter concludes the formal complaints procedures and provides the student with formal confirmation that the student has exhausted all available stages of the internal complaints procedures and the student can then take their appeal to the OU (if they are registered on an OU validated programme).

## **2.4 Case for Appeal rejected (Open University validated programmes)**

Students who are not satisfied with the outcome of the appeals procedure may take their complaint to the Academy's validating partner, The Open University. An appeal will not be considered unless it is initiated and progressed by the student personally. No substantive correspondence or discussions will be entered into by the Open University with a third party unless the student specifically requests this in writing. The Open University procedures state that they must receive appeals as soon as possible and within three months of the outcome of the College's internal procedures. A copy of the Open University formal appeals and complaints procedure for students is available on request from the Quality & Standards Office. Alternatively, you may send your complaint

to The Open University directly: to *The Vice-Chancellor's Delegate, Academic Services, Student Casework Office, The Open University, Walton Hall, Milton Keynes, MK7 6AA, United Kingdom.*

## 2.5 Case for Appeal rejected (internally awarded programmes)

Where the appeal has been rejected, the 'Completion of Procedures Letter' concludes the Academy's appeals procedures.

## 3. Reports and Documentation

A summary of complaints is reported to the AQSSEC, Academic Board and Board of Trustees for monitoring purposes.

Any notes made during the Formal or Appeal Procedures are exclusively for the benefit of the Investigating Officer or the Appeal Officer, and are not disclosable to either student/s or respondent(s).

## 4. Contact Details

Director of Programmes: [Sue@Artacademy.org.uk](mailto:Sue@Artacademy.org.uk)

Director of Academic Quality, Standards and Student Experience: [Darren@Artacademy.org.uk](mailto:Darren@Artacademy.org.uk)

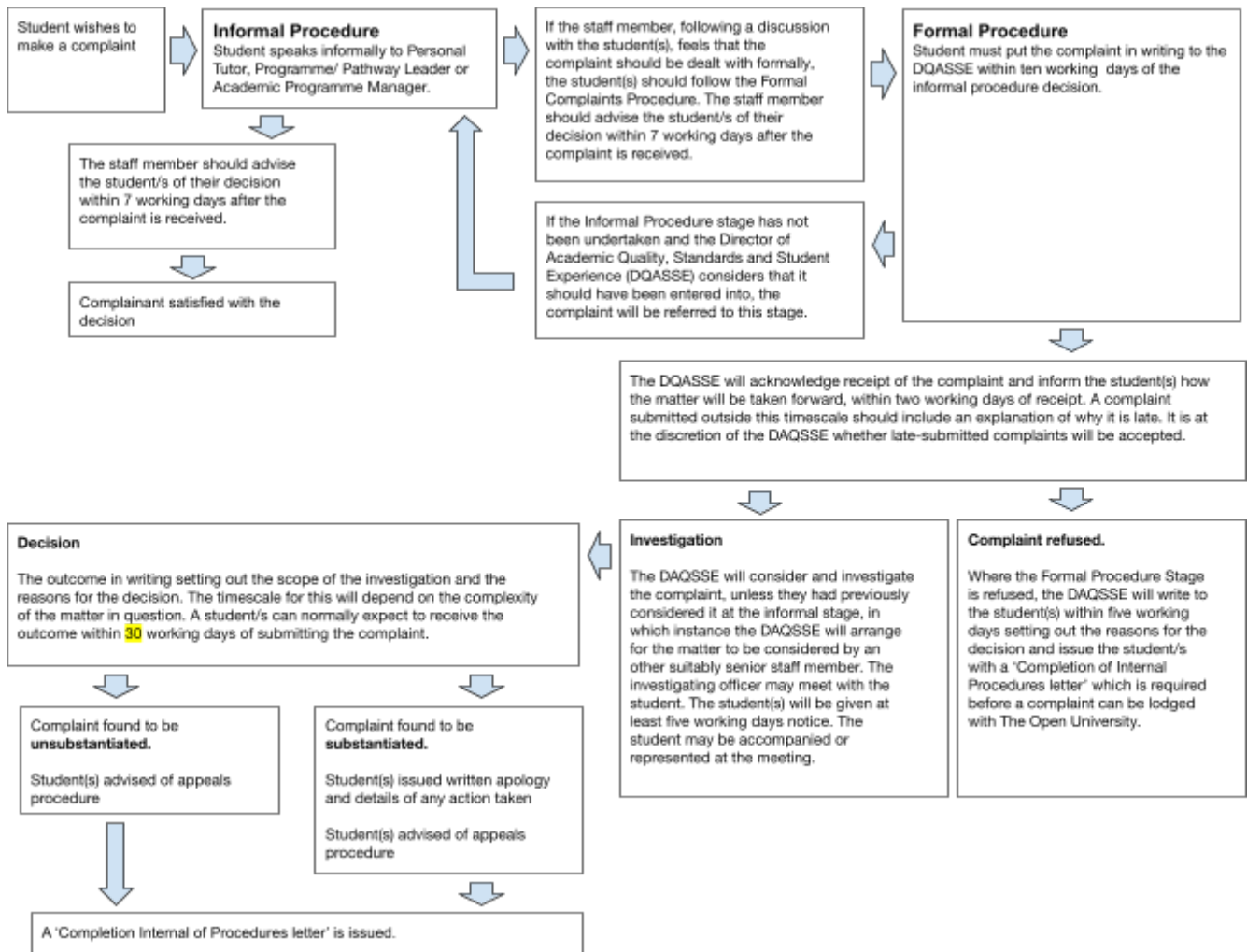
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### Policies and documents that supplement and reference this document:

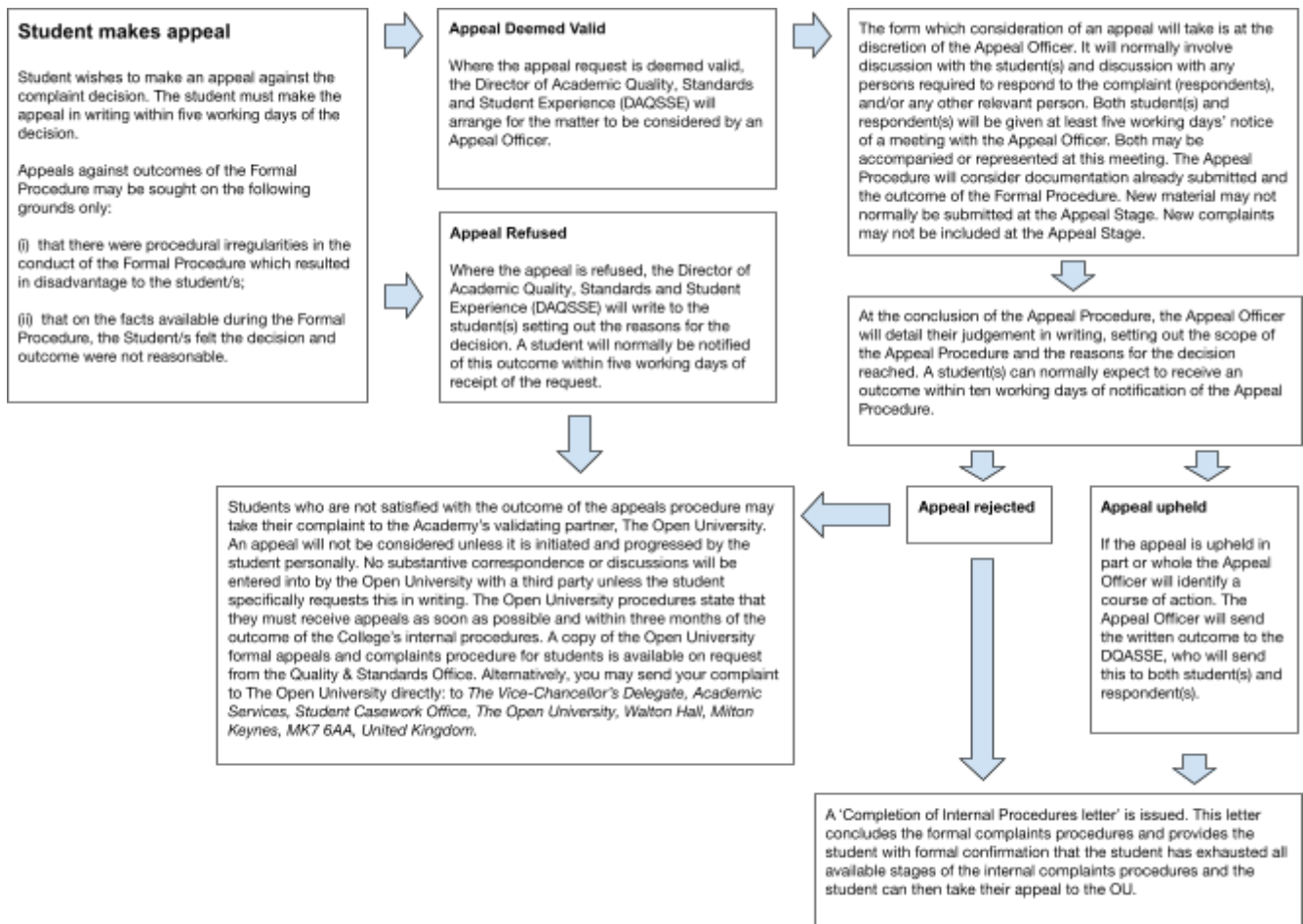
Quality Handbook  
Student Handbook  
Tutor Handbook  
Academic Appeals Policy and Procedure

Document name	Student Complaints Policy and Procedure	Document owner	Darren Nairn
Date originally created	June 2017		
Version	4	Review date	November 2022
Author of amendments	Darren Nairn	Next review date	November 2026
Changes (list sections)	2.1,2.2,2.2.1,2.3,2.3.1		
Approved by	Academic Board	Date of approval	February 2023 (AQSSEC)

# Appendix A - Complaints procedure flowchart



## Appendix B - Complaints Appeals procedure flowchart



## Appendix C - Third Party Consent Form

# ART ACADEMY LONDON

### Third Party Consent Form

Consent for a third party to act on a student's behalf in connection with the following (delete/ circle as appropriate):

Academic Appeal / Student Complaint / Disciplinary

Other matter (Please specify):

Section A: Details of the student authorising a third party to act on their behalf			
Name			
Date of Birth			
Student ID no.			
Programme		Year of study	
Tel no.		Email	
Address			

Section B: Details of the person authorised to act on behalf of student (representative)			
Name			
Role/relationship to me			
Tel no.		Email	
Address			
Declaration of representative			
<p>I confirm that I am the person detailed above in Section B.                      I confirm that I am happy to act as the representative for the student detailed above in Section A.                      I confirm that I am happy for the Art Academy to use my personal details in the administration of the procedure(s) and am aware that in accordance with the Academy's Data Retention and Disposal Schedule, my personal details will be held on record as part of the students file relating to the procedure(s) for a period as specified; <i>The Academy will not use your personal data for any other reason than those required to effectively administer the procedure(s).</i>                      I confirm that I am happy for my personal details to be shared with relevant parties within the Academy, as necessary for the administration of the procedure(s).</p>			
Signature of acting person		Date	



**Section C: Declaration by the Student**

I confirm that I am the person detailed above in Section A.  
I confirm that I will pass any relevant information relating to the procedure(s) to my representative.  
I confirm that my representative has not been suspended/ excluded from the Academy.

**Signed**

**Date**

## Appendix D - Group Academic Appeal/ Student Complaint Consent Form

# ART ACADEMY LONDON

### Group Academic Appeal/ Student Complaint Consent Form

To be completed by the lead student who has been nominated by the students bringing the appeal/ complaint to be the spokesperson for the group and liaise with the Academy on their behalf.

Section A: Details of Lead Student			
Name			
Date of Birth			
Student ID no.			
Programme		Year of study	
Contact details for correspondence in connection with the Appeal/Complaint			
Tel no.		Email	
Address			

All students bringing the group appeal/complaint should complete their details below. On signing the form, the students are giving consent that their appeal/complaint will be dealt with collectively and that they have given their consent for the student listed above to act as spokesperson for the group. The Academy will direct all correspondence relating to the appeal/complaint to the spokesperson. *Complete in block capitals or type.*

Section B: Details of all Students making collective appeal/ complaint.				
Full name	Student ID no.	Programme	Year of study	Signature

Section C: Declaration by the Student

I confirm that I am the person detailed above in Section A.  
I confirm that I have been nominated on behalf of the students listed above to be the spokesperson in relation to this appeal/complaint.

<b>Signed</b>		<b>Date</b>	
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