

# COMPLAINTS

## POLICY

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### Complaint Form

**SECTION ONE: PRINCIPLES AND PRACTICES**

London School of Academics prides itself on ensuring the quality of learning opportunities, therefore we work in accordance to the UK Quality Code for Higher Education to ensure that applicants and students can raise concerns and complaints that they feel need resolution. It is an important principle of London School of Academics that where concerns or complaints are made there is no discrimination, harassment and/or victimisation against the applicant or student who has raised the concern or complaint.

In adherence to expectation and practices set out in the UK Quality Code for Higher Education (Concerns, Complaints and Appeals) we have this formal policy which sets out our procedures for handling complaints (informal and formal). London School of Academics to add have taken account of the Guiding Principles set out in the UK Quality Code for Higher Education Advice and Guidance<sup>1</sup>.

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<sup>1</sup> [file:///C:/Users/md\\_ab/Downloads/qc-a-g-concerns-complant-appeals.pdf](file:///C:/Users/md_ab/Downloads/qc-a-g-concerns-complant-appeals.pdf)

## SECTION TWO: APPLICANT COMPLAINTS

London School of Academics has a robust admissions process to ensure transparency and fairness when we enroll for our courses, however we understand that there may be times where applicants may have matters of concern which they want to raise. The following sets out complaint resolution procedures that should be followed.

### Informal Complaints Resolution Procedure:

1.	Where there is a matter of concern an applicant is encouraged before formally complaining to seek resolution informally through raising the concern with the relevant person/s concerned.
2.	Where the above is not effective, preferred or satisfied by the applicant then an applicant should raise the concerns with the Admission team lead. All applicant complaints are dealt with without bias.
3.	Where a resolution has not been reached or the applicant is not satisfied they should seek a resolution through the Formal Complaints Resolution Procedure. In the event that an informal resolution to a complaint is not possible the applicant should follow the Formal Complaint Resolution Procedure.

### Formal Complaints Resolution Procedure:

1.	An applicant who wishes to make a formal complaint should complete the Complaints Form and send it (post) to Administration team within 30 days of when the cause for complaint occurred. The Complaints Form can be accessed from this policy and can be sent electronically where requested from the Administration team. If the informal complaint resolution route had been taken causing the applicant to formally submit the Complaints Form beyond the 30 days this will be taken into account and the investigation into the complaint will proceed.
2.	Notification of receipt of the Complaint Form will be given to the applicant making the complaint from the administration office through phone, email or letter no later than 7 working days after receipt.
3.	Administration will forward the Complaint Form to the Director or nominated person not subject of the complaint. It will then be decided if the complaint should proceed or not. In either event the Director or nominated person will inform the applicant of the decision within 10 working days in writing. Where complaints do not proceed, full disclosure of reasons will be provided to the applicant who made the complaint. Where a complaint is to proceed those subject of the complaint will be notified of the complaint within 10 working days of the decision to proceed. They will along with notification receive a copy of the Complaint Form.
4.	Those subject to the complaint will have the opportunity to provide a formal response to the complaint made within a time frame of 20 working days.

5.	The applicant who made the complaint will be sent the formal response of the person who is subject to it. The applicant will have an opportunity to make comment on the factual accuracy of the response within 20 days.
6.	<p>The Director (unless the complaint is lodged against them) will along with the Internal Quality Assurance team reach a decision on the standing of the complaint and reach a resolution which will be communicated to both the applicant and the person subject to the complaint. Communication will be done in written form within 20 days of receiving the applicant's comments on the factual accuracy of response.</p> <p>In the event that complaints are logged against the Director or any member of the Internal Quality Assurance team, appropriate nominated personnel will investigate the complaint reaching a decision on its standing and reach a resolution. Nominated personnel could include representatives of City and Guilds (the awarding body).</p>
7.	<p>Where an applicant is not satisfied with the outcome of a complaint they could make a request with the Office of Independent Adjudicators (OIA) for an independent review.</p> <p>More information can be found on the OIA website: <a href="http://www.oiahe.org.uk/">http://www.oiahe.org.uk/</a></p>

**SECTION THREE: STUDENT COMPLAINTS**

Those that accept an offer to study with us and successfully complete enrollment should raise matters of concern using the procedure set out in this section as this section applies to students.

<b>Types of complaints:</b>	
<p><u>Academic:</u></p> <p>Matters can include:</p> <p><u>-outcome of assessed units and/or observations</u></p> <p>(an assessor had no awareness which can be deemed reasonable of a student`s special circumstances, which has impacted on the student`s assessment performance)</p> <p>(an assessor has been biased or prejudiced against a student in assessing a unit or observation. Substantive evidence must be shown if a complaint is raised on this ground).</p> <p>Complaints about academic judgement can be considered under the complaints procedure however focus will be on whether assessment procedures have been followed correctly. Where complaints are put forth on the basis that an assessor`s assessment of a student`s performance in relation to a unit or observation was incorrect where they have assessed in accordance with approved assessments procedures complaints will not be considered. The complaints procedure cannot interfere with the academic judgement of an assessor.</p> <p>Where a student wishes to appeal against an assessment result they should use the Appeals Procedure.</p> <p><u>-inadequate supervision</u></p> <p><u>-inadequate delivery of lectures/course of study</u></p> <p>(the delivery of the course was not in accordance to the structure set out for students in documentation provided to them, such as handbooks. To this effect the delivery of the course was not organised).</p>	<p><u>Non-academic:</u></p> <p>Matters can include:</p> <p>-anything that is not academic</p>
<p>For matters which are better dealt with through an alternative procedure such as the Appeals Procedure a referral will be made.</p>	

**Informal Complaints Resolution Procedure:**

1.	Where there is a matter of concern a student is encouraged before formally complaining to seek resolution informally through raising the concern with the relevant person/s concerned. Alternatively, a Student Representative can raise a concern on behalf of a student or group of students.
2.	Where the above is not effective, preferred or satisfied by the student then a student should raise the concerns with the Student Welfare Officer and Curriculum Manager for informal resolution. All student complaints are dealt with without bias.
3.	Where a resolution has not been reached or the student is not satisfied they should seek a resolution through the Formal Complaints Resolution Procedure. In the event that an informal resolution to a complaint is not possible the student should follow the Formal Complaint Resolution Procedure.

**Formal Complaints Resolution Procedure:**

1.	A student who wishes to make a formal complaint should complete the Complaints Form and send it (post) to Administration within 30 days of when the cause for complaint occurred. The Complaints Form can be accessed from the VLE and can be sent electronically where requested from the Administration team. If the informal complaint resolution route had been taken causing the student to formally submit the Complaints Form beyond the 30 days this will be taken into account and the investigation into the complaint will proceed.
2.	Notification of receipt of the Complaint Form will be given to the student making the complaint from the administration office through phone, email or letter no later than 7 working days after receipt.
3.	Administration will forward the Complaint Form to the Director or nominated person not subject of the complaint. It will then be decided if the complaint should proceed or not. In either event the Director or nominated person will inform the student of the decision within 10 working days in writing. Where complaints do not proceed, full disclosure of reasons will be provided to the student who made the complaint. Where a complaint is to proceed those subject of the complaint will be notified of the complaint within 10 working days of the decision to proceed. They will along with notification receive a copy of the Complaint Form.
4.	Those subject to the complaint will have the opportunity to provide a formal response to the complaint made within a time frame of 20 working days.
5.	The student who made the complaint will be sent the formal response of the person who is subject to it. The student will have an opportunity to make comment on the factual accuracy of the response within 20 days.
6.	The Director (unless the complaint is lodged against them) will along with the Internal Quality Assurance team reach a decision on the standing of the complaint and reach a resolution which will be communicated to both the student and the person subject

	<p>to the complaint. Communication will be done in written form within 20 days of receiving the student's comments on the factual accuracy of response.</p> <p>In the event that complaints are logged against the Director or any member of the Internal Quality Assurance team, appropriate nominated personnel will investigate the complaint reaching a decision on its standing and reach a resolution. Nominated personnel could include representatives of City and Guilds (the awarding body).</p>
7.	<p>Where a student is not satisfied with the outcome of a complaint, they could make a request with the Office of Independent Adjudicators (OIA) for an independent review.</p> <p>More information can be found on the OIA website: <a href="http://www.oiahe.org.uk/">http://www.oiahe.org.uk/</a></p>

#### SECTION FOUR: CONFIDENTIALITY

All complaints and any records in relation to the Complaint Procedures will be kept with the utmost confidentiality and processed in line with the Data Protection Act 2018. Information will only be shared with those who need to investigate the complaint or respond to it. Information will be stored in a secure office with restricted access, in the event the Student Representative Society are involved permission will be sought from those that have made the complaint with regards to sharing data (name and complaint), in the event that permission is not given names will be shielded.

#### SECTION FIVE: MONITORING AND ANNUAL REVIEW

London School of Academics are committed to improving our admissions and student experience therefore complaints raised of both informal and formal nature are monitored and reviewed. Monitoring takes place throughout the academic year through the gathering of records, end of term meetings and standardisation meetings. Review takes place annually through the Programme Monitoring and Annual Review meeting. Individuals are not identifiable when data relating to complaints is monitored and reviewed. Statistics do not identify individuals.

The Student Representative Society are engaged with the monitoring and review to ensure remedies are considered taking account of applicant/student interest. Additionally, they contribute to plans of future action for improvement.

#### Policy details:

Policy drafted by Soni Singh (Curriculum Manager) and Charlotte Saunders (Student Welfare Officer)

Policy approved by Sheila Singh (Managing Director)

Policy reviewed and operational from 1<sup>st</sup> of September 2023

<b><u>Complaint Form</u></b>	
<b>Section one: Student personal details</b>	
Applicant/Student/s name:	Course title:
Class and start date (where applicable):	Tutor (where applicable):
Contact number:	Email:
<b>Section 2: Statement of complaint</b>	
Please explain the nature of your complaint being as specific as possible:	
<b>Section 3: Evidence</b>	
Please attach and list any evidence you are submitting with this complaint form (you should keep your original documents and submit photocopies):	
<b>Section 4: Nature of redress sought</b>	
Please state the outcome or action you are expecting from making this complaint:	
<b>Applicant/Student declaration</b>	
I declare that information given on this form is true and that I am prepared to provide further information if required.	
<b>Signature:</b>	<b>Date:</b>

Please return the completed form either by post to London School of Academics, Administration, CEME, Rainham, Essex, RM13 8EU or via email to [sheila@londonchoolofacademics.com](mailto:sheila@londonchoolofacademics.com)