



Academic Quality Assurance and Enhancement
Policy Coversheet

Student Complaints Policy and Procedure

Author: Academic Registrar
Approved by: Academic Board
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Review frequency: 2 years
Next review due: September 2027

Current version: 2.1

Date	Author	Summary of Changes	Version	Authorised
18/08/2024	Roohi Naz	General updates approved by AB on 21/08/024	2	Academic Board
08/09/2024	Jagori Bandyopadhyay	Amendments done in line with advice from the external advisor on OfS accreditation (Maxina Butler)	2.1	Academic Board
Policy Management and Responsibilities				
Policy Owner: The policy is overseen by the Academic Registry Committee. Day-to-day implementation and communication responsibilities are delegated to SSTs (of relevant campuses) and lecturers and Academic Registry staff.				
Additional Responsible Parties: Everyone governed by this framework must engage with and comply with its provisions.				
Assessment	Relevant Details			
Equality Analysis	Complies with UKMC's policy on Equality, Diversity and Inclusion			
Legal	Not Applicable			
Information Governance	Guidance given to integrate content into a new policy template on 09/06/2025			

Student Facing Procedures	Circulated to Executive Board and Head of Academic Services for review and comments.
Consultation	Relevant Contributions
Student association	Not Applicable
Students	Not Applicable
Relevant External Stakeholders	Feedback was received from External Advisor
Other (if applicable)	Not Applicable
Authorisation and Version Control	
Authorised by: Academic Board	
Authorisation Date: 17/09/2025	
Effective From: September 2025	
Next Review Date: August 2027 (Annual review reminder to be issued by Quality and Compliance)	
Document Access and Communication	
Document Location:	UKMC website
Dissemination Plan:	The document will be distributed through staff communication channels, operational leadership meeting, relevant training events and staff induction events

1. Introduction

UK Management College (UKMC) (hereafter the 'College') seeks to maintain high standards both in the quality of the education offered through its teaching to students, and through the administration and other services which support the academic provision. This document sets out the steps that should be followed where a student considers that there has been a failure to maintain those standards, which make it appropriate to pursue a complaint. The procedure also identifies the steps to be followed in order to investigate complaints and, where they are found to be justified, to identify the action that should be taken.

2. Purpose

This Policy and Procedure is designed to ensure that students have a full opportunity to raise, individually or collectively, matters of concern to them without fear of disadvantage and in the knowledge that privacy and confidentiality will be respected. Complaints will be dealt with promptly and fairly. Where a complaint is found to be

justified, an appropriate remedy will be offered, within the bounds of what is reasonable and practicable to provide.

UKMC welcomes feedback as this can bring to our attention concerns that could be resolved before they become a cause for complaint. Students can give their views on all aspects of their experience directly to the relevant area, via their Module Leader or Course Leader and also via student representatives on a range of committees.

This Complaints Procedure operates in accordance with the Quality Assurance Agency (QAA) UK Quality Code for Higher Education 2024, Principle 12 Operating concerns, complaints and appeals processes and also the good practice framework for handling complaints and academic appeals issued by the Office of the Independent Adjudicator for Higher Education (OIA) in December 2022.

Furthermore, the procedure is designed to operate in compliance with the Office for Students (OfS) Registration Condition C2 and the proposed Condition C5.

3. Scope and Implication

This Complaints Procedure does not cover appeals against decisions made by a Module or Award Assessment Board/Board of Examiners on student progress, assessment and awards or by a Panel investigating Academic Misconduct, Extenuating Circumstances, Fitness to Study or a Disciplinary Offence. There are specific procedures that deal with these circumstances which fall under the scope of respective policies available on <https://ukmc.ac.uk/policies-and-legislation>

Advice is available from Student Academic Office (SAO) about the most appropriate procedure to be used.

Students on UKMC courses which are franchised by University partners may be subject to regulations and policies belonging to the validating university, in relation to academic and quality assurance matters. Links to the respective University Partners can be found at the end of this document.

4. Definitions

A complaint is defined by the OIA as “an expression of dissatisfaction by one or more students about a provider’s action or lack of action, or about the standard of service

provided by or on behalf of the provider". For the purposes of this Procedure, the provider is the College.

A complaint may relate to:

- Concerns relating to academic programmes or services. Please note that any concern must be made before the Board of Examiners or Award Assessment Board has decided your results. You cannot use the Complaints procedure to appeal against a decision of the Board of Examiners. (Section 4 provides further detail)
- Concerns relating to your student experience, including academic, administration or support services provided by the College

The term 'student' includes those who have left the College within the 3 previous months, for whatever reason

The person bringing the complaint will be referred to within this Procedure as the complainant.

5. Policy Statement

This Policy applies to all students who are enrolled on courses offered by the College. It is also available to students for three months after they have left the College. It is underpinned by the following principles:

- Informal resolution should have been attempted prior to invoking the formal procedure
- Complaints will normally be made within 3 months of the event(s) being complained about. No further issues can be added to the complaint once submitted
- At any stage within the process, resolution is possible via mediation and mutual agreement. Conciliation meetings are available to all students and staff as a method of alternative dispute resolution
- Complaints will not be investigated by anyone who has a personal interest in the outcome
- Complaints will normally be considered individually. Where complaints raised by a number of complainants involve the same issue, the complaints may be considered collectively, subject to any confidentiality requirements. In such

circumstances, the individual complainants involved will normally be invited to nominate one individual as a spokesperson to facilitate the process

- To enable the full investigation of a complaint and communication of the outcome, the College will not accept anonymous complaints
- Complaints made on behalf of a student by a third party (for example, Students' Association representative) will not be investigated without the student's express written consent, in accordance with the Data Protection Act (2018). This includes complaints by a parent, guardian, spouse, partner, or other associate of the student
- All parties will act in good faith
- All parties to the complaint and individuals who are involved in any related investigation and/or administration of the complaint must observe the requirement for confidentiality
- The complaints process will be transparent and open. The College will seek to ensure that the investigation of complaints is conducted transparently and promptly in a way which is fair to all parties concerned
- All complaints will be considered on their merits and in accordance with the College's values, ethos, and relevant policies, such as the Equality, Diversity and Inclusion Policy ([Equality-diversity-and-inclusion-policy](#))

The College expects that students will not engage in **frivolous, vexatious or malicious** complaints. Such complaints are those which patently cannot be substantiated, or which have been made to defame the name and character of another person. In these circumstances the complainant will be liable to penalties under the Student Disciplinary Procedure.

Examples of the above could include:

- complaints which are harassing, repetitive or pursued in an unreasonable manner; insistence on pursuing non-meritorious complaints and/or unrealistic or unreasonable outcomes;
- complaints designed to cause disruption or annoyance;
- demands for redress which lack any purpose or value.

In such cases, the Academic Registrar or nominee reserves the right to terminate consideration of the complaint. The complainant will be given an explanation, in writing, of why their complaint has been terminated and details of any further right to complain.

Information which comes to light as a result of a complaint may lead to the College or other agencies taking other kinds of action. This includes staff and student disciplinary procedures and civil or police investigations. If this happens the resolution of the complaint may be delayed until that other action has been taken. Complainants will be informed if this is the case and advised of a new date by which it is intended to complete enquiries.

6. Procedures and Provisions

Complaints should be made by completing the appropriate form (please refer to Appendix 1) and submitting it, with any evidence, in writing to the Student Support Tutor(SST) /Lecturer in order for your complaint to be investigated properly, please provide all information and documentation you have in support of your complaint.

Formal complaints must not be submitted to individual members of staff but to Student Academic Office, as this may compromise the investigation process, and will not be processed. Staff appointed as investigating officers must not have been involved in matters leading to the complaint and must be free of actual or perceived conflicts of interest.

The stages involved in the process for handling complaints

Stage 1: Early (Informal) Resolution

The Early Resolution Stage seeks to resolve straightforward concerns swiftly and effectively at the point at which a complaint is made, or as close to that point as possible. It is expected that the majority of complaints can be resolved through informal means and students are encouraged to try and resolve the issue informally in the first instance. A student who is dissatisfied regarding any matter or service provided by the College should initially raise the matter with a member of staff, this would typically be the SST or Lecturer. Matters relating to academic provision can also be raised and resolved through student representatives on the relevant College course committees or through the Students' Association .

The Early Resolution Stage will normally be completed within one calendar month with the conclusion in writing to the student, informing of the right to appeal and time limit for doing so under the Formal Stage if they remain dissatisfied. A copy of this should be forwarded to SAO for records.

The situation could be resolved by:

- Giving more information or a more detailed explanation
- Providing an apology where appropriate
- Recommending further assistance or support

Stage 2: Making a formal complaint

Formal complaints must be raised, within three months of the matter occurring, using UKMCS1 Student Complaints form (Appendix 1), and any evidence relating to the allegations should also be included at this stage.

It should give an account of attempts at resolution made under the Early Resolution procedures and explain why the outcome has been judged unsatisfactory.

Complainants are invited to indicate what form of redress they are seeking, without prejudice to any final remedy which may be determined.

Complaints will be received and logged by the Student Academic Office (SAO). The Academic Registrar or nominee may request further clarification and/or additional evidence to be submitted by a given deadline. Should this not be received, the complaint will be considered on the evidence provided in the original submission. An investigating officer will be appointed. This will normally be the direct manager of the service or appropriate manager. Where there is a potential conflict of interest a senior academic or other appropriate manager will be appointed to act as the Investigating Officer.

The complaint will usually be acknowledged within five working days of the receipt and the student will be informed that their complaint has been assigned to a trained Investigating Officer (IO).

Stage 3: Investigation of the complaint

The Investigating Officer will undertake an investigation into the complaint, and may, at their discretion, contact the student(s) and/or any individuals implicated within the complaint. Students will normally be contacted by the Investigating Officer who will aim to complete the investigation within 20 working days of receipt of the complaint. A meeting may be arranged with the complainant as part of the investigation for the purpose of clarification or to consider options for a mutually acceptable resolution. The complainant(s) may be accompanied by a registered UKMC student or UKMC employee. However, any accompanying persons may not speak for the complainant or attend in place of the complainant. Legal representation will not be facilitated.

If the complaint is against another student the Investigating Officer will normally meet with the individual(s), providing the opportunity for them to respond.

The Investigating Officer will complete the form UKMCSCI Initial Investigation Stage (Appendix 2) to record findings. This document will not be shared with the complainant due to the possibility of recording sensitive or confidential information which may compromise the privacy of individuals concerned. This form is for office use only as evidence that an investigation has taken place. The Investigating Officer will decide, based on the available evidence, the outcome of the investigation which will be communicated to the complainant.

Stage 4: Communication of the complaint outcome

The Student Academic Office will formally communicate the outcome of the investigation, normally via email and/or letter, to the complainant within the timescale identified, clearly addressing all points raised in the original complaint, and indicating the outcome of the investigation. The outcome of the complaint will be summarised and communicated, normally within 20 working days of the complaint being raised. In some cases, it may take longer to conduct a thorough investigation and the SAO will communicate any expected delays. The outcome of the investigation may be any of the following: Upheld, Partially Upheld or Not Upheld. If the outcome is upheld or partially upheld, there will be some resolution offered which will be set out within the communication. Where the complainant is dissatisfied with the outcome of the investigation, an appeal against the decision may be lodged within 10 working days of receipt.

Stage 5: Review and Appeal process

Appeals must be raised using the form UKMCRAS1 Review and Appeal Stage (Appendix 3), within 10 working days of the date of the outcome letter. No further or new evidence may be introduced to the investigation at this stage, without good reason, as the appeal will be based on the original complaint and original evidence gathered by the Investigating Officer. Appeals will normally be referred to a member of the UKMC Executive Team who will review all of the evidence against the original complaint and grounds for appeal. Appeals will normally be responded to within 10 working days of the appeal being received.

Stage 6: Completion of procedures

Once Stage 4 (and Stage 5, if no appeal is made within 10 working days) of the process has been conducted, a Completion of Procedures (COP) letter will be issued to confirm that the original complaint has been closed according to this procedure. The COP letter will be issued following the format prescribed by the national Office of the Independent Adjudicator (see below).

Escalation to the Office of the Independent Adjudicator (OIA)

If having exhausted all stages of the UKMC internal complaints procedure, the student(s) consider that the College has not considered and responded appropriately, they can refer the case to the Office of the Independent Adjudicator (OIA) once the Completion of Procedures letter has been received. The OIA provides an independent scheme for the review of student complaints.

Details of the rules of the scheme and guidance information are available at the OIA website:

www.oiahe.org.uk

7. Compliance and Review

This policy will be reviewed every two years, or earlier when rules change or partner universities require something differently. Academic Registry Committee will have oversight of this Policy/Procedure working in liaison with SSTs and Lecturers. Compliance will be reported through an annual report to the Academic Registry Committee.

8. Roles and Responsibilities

- SSTs or Lecturers are responsible for dealing with Stage 1 of the process. They are required to keep a written record of the discussion/resolution with dates. This will be required if the Complaint is taken to Stage 2 of the process.
- Academic Registrar or Nominee is responsible for Stage 2, 3, 4 and Stage 6 of the process when a completion of procedure letter is sent to the complainant within 10 days of Stage 4 if the complainant decides not to appeal against the decision at Stage 4.
- Provost/Deputy Provost is responsible for dealing with Stage 5 of the process which is final internal stage within the College.

9. Linked External Institutional Policies

Provide links to any external or validating partner institutions whose policies relate to or influence this one. This may include awarding body, partner university, or collaborative organisation policies.

University of Wolverhampton	https://www.wlv.ac.uk/current-students/conduct-and-appeals/current-student-complaints/
Canterbury Christ Church University	https://www.canterbury.ac.uk/our-students/ug-current/student-voice/complaints

10. Related UKMC Policies

Insert a table listing any College policies that directly relate to or interact with this policy.

Related Policy Title	Link or Reference
Equality Diversity and Inclusion Policy	https://ukmc.ac.uk/web/images/policies/file/UKMC-12g024Z761-equality-diversity-and-inclusion-policy-pdf.pdf
Academic Appeals Policy and Procedure	https://ukmc.ac.uk/policies/Academic%20Appeals%20Policy%20and%20Procedure.pdf
EC Policy	https://ukmc.ac.uk/policies/Extenuating%20Circumstances%20Policy%20V2.pdf
Academic Misconduct Policy	https://ukmc.ac.uk/policies/Academic%20Misconduct%20Policy%20and%20Procedure.pdf
Student Discipline Procedure	https://ukmc.ac.uk/policies/Student-Discipline-Procedure%20V2.pdf

11. External Reference Points

In this section, include relevant legal, regulatory, or sector standards the policy aligns with:Office for Students	https://www.officeforstudents.org.uk/for-students/student-rights/protecting-students-consumer-rights/how-to-complain/
Office of the Independent Adjudicator	https://www.oiahe.org.uk/students/

Appendix 1

UKMCSCP1 Higher Education Student Complaints Forms

The Student Complaints Procedure provides a formal means through which students can pursue any complaint they have against the services provided by UKMC and through which the College can resolve these complaints fairly and openly. This form should be completed as clearly and succinctly as possible.

The Student Complaints Procedure is to be used for:

- (i) concerns about the provision and delivery of academic programmes and related services;
- (ii) complaints about a student's experience at the College, including relationships with any member of staff

The Students Complaints Procedure cannot be used for:

- (i) representations against decisions of Boards of Examiners/Assessment Award Boards (these are governed by the awarding bodies academic review and appeals procedures)
- (ii) allegations of misconduct by students (governed by the Disciplinary Policy)

Before completing this form: Please remember that most issues are most effectively resolved through early resolution

You are advised to attempt to resolve any concerns either directly with those concerned or with your Student Support Tutor or Lecturer. You are then strongly advised to follow the **early resolution phase** through the relevant course management team, Anonymous complaints will only be admitted in exceptional circumstances.

Part A – PERSONAL INFORMATION

Name	
Student enrolment number	
Campus	
Course	
Level/Year of study	
Address for correspondence	
Email address	

Telephone number	
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Part B – DETAILS OF THE COMPLAINT

1 This section should describe how you have pursued the early resolution options as described in the UKMC Complaints Procedure Please include details with all those you have spoken to/communicated with If you have not sought to resolve your concerns informally, please state the reason(s) why this is not the case	
2 This section should summarise the precise details of your complaint It is your responsibility to clearly identify all the relevant points of your complaint Your statement should include (as appropriate) details of the events complained of, to whom or what your complaint relates, relevant dates and an explanation of the negative impact you consider this has had on you	
3 Documentary evidence You must provide all the documentary evidence you consider appropriate to support your complaint and attach it to this form	

4 Without prejudice, please indicate what you hope the resulting outcome of your complaint will be	
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Student Declaration

I confirm that I have read the Student Complaints Procedure and that all information given on this form and documentary evidence attached is a true statement of facts to the best of my knowledge and belief.

Signed:Date:.....

IMPORTANT: PLEASE KEEP A COPY OF THIS FORM AND ANY EVIDENCE YOU SUBMIT AS YOU WILL BE REQUIRED TO PRODUCE IT IF YOUR COMPLAINT PROGRESSES TO FURTHER STAGES IN THE PROCEDURE

UKMC Office Record

Date Received	Date and Name of Investigating Officer assigned
Date Response to student (within 5 working days)	Staff member name

Appendix 2

UKMCSCI Student Complaint Investigation Report

The Investigating Officer assigned to the complaint must carry out a thorough, robust and impartial investigation, ensuring that all of the evidence relating to the complaint is examined. The investigation will normally be concluded within **20** working days. This form is to be completed as the formal record of meetings held and the summary for recommendations.

Part A – Complaint Outcome

1 Name of Complainant	
2 Does the Investigating Officer (IO) consider the complaint is substantiated, in whole or in part?	
3 If the complaint is wholly or partially upheld, please state the remedy (ies) recommended to the student together with any actions which need to be taken (immediately or for the future)	

Part B – Investigation summary

4 IO summary of: main points arising from the investigation; assessment of the evidence submitted; the meetings conducted which have led to the formal decision	
5 The list of documentation and evidence presented in the complaint; any additional evidence gathered and from whom during the Investigation; dates and times of all meetings held and/or visits made (all to be submitted with the report)	

Investigating Officer

Name

Signature.....Date.....

UKMC Office use

Date received	Date outcome sent to Complainant(s)

Appendix 3

Student Complaints Pro-Forma Review and Appeal Stage – UKMCRAS1

This form is designed for students requesting a review of a complaint which has already been considered by a designated senior manager as part of the formal procedure stage.

Before completing this form:

You should have received a letter following investigation of your complaint through the formal procedure stage. This UKMCRAS1 form must be completed and submitted to the Student Academic Office by email to within 10 working days from receipt of your letter. Please ensure that you append a copy of your original UKMCSCP1 form together with any documentary evidence. Please note that you cannot, at this stage, add any further concerns or issues to your complaint.

Part A - Personal information

Name	
Student enrolment number	
Campus	
Course	
Level/Year of study	
Address for correspondence	
Email address	
Telephone number	

Part B - Reason(s) for requesting Review

Please provide a statement as to why the decision of the senior manager who investigated your complaint was not satisfactory Your reasons must be clearly stated and relate to an objective factor such as a procedural issue, failure to consider the evidence presented or to the perceived reasonableness of the outcome	
Please cite the evidence you are submitting to support your review request. NB: you may not introduce at the Review and Appeal stage any evidence which was available to you but had not	

been submitted at the earlier stage	
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Student Declaration

I confirm that I have read the Student Complaints Procedure and that all information given on this form and documentary evidence attached is a true statement of facts to the best of my knowledge and belief.

Signed:..... Date:.....

IMPORTANT: PLEASE KEEP A COPY OF THIS FORM AND ANY EVIDENCE YOU SUBMIT AS YOU WILL BE REQUIRED TO PRODUCE IT IF YOUR COMPLAINT PROGRESSES TO FURTHER STAGES IN THE PROCEDURE

UKMC Office use:

Date received	Provost/Deputy Provost review date	Provost/Deputy Provost Review decision (normally within 10 working days from date received)

Appendix 4

Completion of Procedures Letter Template

Please note - the format may be adjusted to meet the individual circumstances of a complaint provided that the key points below are included.

Dear [Name of complainant]

Completion of Procedures Letter

This letter confirms that the internal procedures of UK Management College, in relation to your Complaint, have now been completed. The issue(s) that you raised were:

[brief details]

The issue(s) that were considered in relation to your complaint was / were*:

[brief summary of the complaint etc].

The final decision of is* [detail] because [reasons].

The procedure applied was as required at UK Management College (UKMC) for complaints relating to Higher Education.

UKMC subscribes to the independent scheme for the review of student complaints. If you are dissatisfied with the outcome you may be able to apply for a review of your complaint to the Office of the Independent Adjudicator for Higher Education (OIA) provided that the complaint you take to the OIA is eligible under its Rules.

Should you decide to make a complaint to the OIA, your OIA Complaint Form must be received by the OIA **within 12 months** of the date of this Completion of Procedures Letter.

[Include here any factors of which the provider is aware which mean that it is particularly important for the student to bring the complaint promptly.]

You can fill in the OIA complaint form online or download a copy from the OIA website. <http://oiahe.org.uk/making-a-complaint-to-the-oia/oia-complaint-form.aspx>. The OIA also has information and guidance for students on its website and this can be found at <https://www.oiahe.org.uk/students/> Alternatively, you can telephone or write to the OIA for a form. You should send a copy of this letter to the OIA with your OIA Complaint Form. Guidance on submitting a complaint to the OIA and the OIA Complaint Form can also be found on the OIA's website <https://www.oiahe.org.uk/students/how-to-complain-to-us/>. Please note that the OIA will normally only review issues that have been dealt with through the provider's internal procedures.

Yours sincerely [Authorised signatory]