Complaints and Escalation Policy within the UKMC Student Association

(UKMC Student Association - All Programmes)

Date	Author	Summary of Changes	Version	Authorised
24/06/2025	Dr Abbas Mohammed	New policy for managing complaints and escalations within the UKMCSA	1.0	Academic Board
Policy Owner	The policy is overseen by the Student Experience, Engagement and Employability Committee. Day-to-day implementation and communication responsibilities are delegated to UKMCSA Executives.			
Additional Responsible Parties	All students, UKMCSA Officers and representatives, Student Ambassadors, and recognised student societies governed by this framework must comply with its provisions.			
Assessment	**Relevant Details**			
Equality Analysis	Completed in June 2025, aligned with UKMC, Equality, Diversity, and Inclusion Policy			
Legal	Reviewed against UKMC disciplinary regulations, safeguarding expectations, and relevant education duties			
Information Governance	Reviewed for compliance with UKMC data protection and confidentiality practices			
Student-Facing Procedures	Informed by feedback from the UKMCSA Executive, Course Reps, and student forums (May-June 2025)			
Consultation	**Relevant Contributions**			
Student Association via HR	Not Applicable			
Students via Course Reps (CRs)	Feedback gathered through consultation meetings (April 2025)			
Relevant External Stakeholders	Benchmarked against OfS guidance and CCCU/UoW practices			
Other (if applicable)	Not Applicable			
Authorisation and Version Control				
Authorised by	Academic Board			
Authorisation Date	24 June 2025			
Effective From	1 July 2025			
Next Review Date	July 2027 (Biennial review, with reminder from Student Experience, Engagement and Employability Committee)			
Document Access and Communication				
Document Location	**UKMC Student-Facing Procedures page - [https://ukmc.ac.uk/policies-and-legislation]**			

Dissemination Plan	This policy will be disseminated via communication bulletins, academic team briefings, Course Directors, course coordination committees, UKMCSA communication channels, and Student Representative forums.

Contents

1. Introduction

The UK Management College Student Association (UKMCSA) plays a central role in representing and supporting students across all UKMC campuses. This policy sets out a clear framework for raising and resolving complaints within the Student Association. It complements UKMC's wider student governance and ensures accountability, fairness, and clarity for all involved in student-led activities.

This policy and complaint forms are available in alternative formats upon request. Students requiring reasonable adjustments should contact the Student Engagement Lead.

2. Purpose

The UKMC Student Association (UKMCSA) is committed to fostering an open, inclusive, and supportive environment. We recognise that, from time to time, students or staff may wish to raise concerns or make a complaint regarding:

- The conduct of a UKMCSA Officer or representative.
- The conduct of a UKMC Ambassador or student society activity.
- The running of UKMCSA events or campaigns.
- The management of UKMCSA elections or democratic processes.
- The failure to follow an agreed UKMCSA policy or procedure.

This policy provides a clear, transparent, and fair process for resolving complaints, in line with UKMC policies, sector standards, regulatory expectations, and franchise obligations.

3. Scope

3.1 This policy covers complaints made by:

- Any UKMC student.
- Any UKMC staff member.
- External parties may raise concerns, which will be assessed on a case-by-case basis under this or related UKMC policies.

3.2 This policy does not cover:

- General feedback or suggestions (directed to the UKMCSA Executive or Student Engagement Lead).
- Personal disputes between students acting in a personal, non-representative capacity (covered by UKMC's Student Code of Conduct).

- Academic appeals or complaints (covered by UKMC Academic Appeals and Complaints procedures).

4. Principles

All complaints will be treated with respect and professionalism. The following principles guide our approach:

- Complaints will be taken seriously and investigated fairly.
- Handled confidentially, respecting the privacy and dignity of all parties.
- Responded to promptly, transparently, and consistently.
- Used constructively to inform continuous improvement.
- Free from victimisation or retaliation, ensuring fairness throughout.

5. How to Make a Complaint

5.1 Informal Resolution

Concerns should ideally be raised informally initially with:

- The relevant UKMCSA Officer.
- The Student Engagement Lead.
- The Chair of the Election Committee (for election-related concerns).

Informal resolution is encouraged but not mandatory. Where informal resolution is achieved, no further investigation will take place unless requested by the complainant or required under UKMC policy.

5.2 Formal Complaint

If informal resolution fails or is inappropriate, formal complaints must be submitted in writing to the Academic Office.

Formal complaints must include:

- Complainant’s name and contact details.
- Detailed description of the complaint, specifying dates and involved parties.
- Supporting evidence, if available.
- Desired outcome.

Anonymous complaints are only considered in exceptional circumstances.

6. Complaints Process

6.1 Initial Assessment

- Receipt of complaints acknowledged by the Student Engagement Lead within 3 working days.
- Initial assessment determines if the complaint falls within policy scope.
- Serious misconduct cases may be escalated to the UKMC Student Conduct process.

6.2 Investigation

Investigations are conducted by the Student Engagement Lead (or nominee), supported by the UKMCSA President unless they are implicated. Investigation may include:

- Reviewing documentation and evidence
- Meeting with parties involved
- Gathering statements or clarifications

6.3 Outcome

Written outcomes are provided within 20 working days of receiving the complaint. Possible outcomes include:

- No further action.
- Informal resolution or formal apology.
- Formal warning.
- Removal from UKMCSA office or representative roles.
- Referral to UKMC disciplinary processes.

Complaints that are found to be malicious or vexatious may be referred to the UKMC Student Conduct Procedure for appropriate action. Equally, complaints involving harassment, safeguarding concerns, or serious misconduct must be escalated to the appropriate UKMC or external procedures and cannot be managed through informal resolution.

7. Appeals

Appeals must be submitted in writing within 5 working days of the outcome notification to the UKMC Academic Registrar (or nominee).

7.1 Appeals grounds:

- Procedural irregularity.

- New evidence not previously available.
- Disproportionate outcome.

7.2 Appeals are considered by an independent panel including:

- A UKMC Senior Leader (Chair).
- One independent student representative not previously involved.
- One additional independent staff or nominee not previously involved.

The appeal decision is final, and a written appeal outcome will be provided within 20 working days of receipt.

All appeals will be handled confidentially in accordance with UKMC IT and Data Security Policy 2024-25 and GDPR.

8. Monitoring and Reporting

An anonymised complaints log is maintained by the Student Engagement Lead.

8.1 Annual summaries are reported to:

- UKMC Academic Board.
- UKMC Student Experience, Engagement and Employability Committee
- UKMCSA Executive Committee.

Findings from complaint trends will help inform policy updates, staff training, and the continuous development of UKMCSA practices

8.2 Support for Participants

Support is available through:

- The UKMC Student Engagement Lead.
- UKMCSA Welfare Officer.
- UKMC Wellbeing Services.
- External agencies where relevant.

Participant welfare and dignity are prioritised throughout.

9. Integration with Wider Policies

This policy works alongside other key UKMC frameworks to ensure a joined-up and consistent approach. It supports and is supported by the Student Protection Plan (SPP), Safeguarding Policy, and Equality, Diversity and Inclusion Policy, ensuring that complaints are handled fairly, safely, and in line with our values and those of our partners and awarding bodies.

10. Associated Forms and Templates

- Appendix A: Complaints Form Template
- Appendix B: Complaints Handling Summary Leaflet for Students
- Appendix C: Reasonable Adjustments Request Form

All associated documents can be accessed via the UKMC Student-Facing Procedures page or requested in hard copy from the Academic Office. All complaints will be processed in accordance with UKMC's Data Protection Policy

Review and Approval

Approved by: Academic Board

Date of Approval: 26 June 2025

Appendices

Appendix A: UKMCSA Complaints Form Template

Please complete all sections of this form as accurately as possible. Submit the completed form to the UKMC Academic Office via email or in person.

1. Personal Details

Full Name: _____

Student ID: _____

Email Address: _____

Programme of Study: _____

Contact Number (optional): _____

2. Complaint Details

Date of Incident(s): _____

Location (if applicable): _____

Involved Person(s)/Group(s): _____

Description of Complaint:

_____
_____
_____
_____
_____
_____
_____

_____
_____

_____
_____
_____
_____
_____

Appendix B: Complaints Handling Summary Leaflet

This leaflet provides a quick summary of the complaints process for students in the UKMC Student Association.

What Can You Complain About?

- The conduct of a UKMCSA Officer or representative
- The conduct of a UKMC Ambassador or student society activity
- The running of UKMCSA events or campaigns
- The management of elections or democratic processes
- Breaches of UKMCSA policies or procedures

Step-by-Step Process

1. Try informal resolution by speaking to:
    - A UKMCSA Officer
    - The Student Engagement Lead
    - The Chair of the Election Committee
2. If unresolved, submit a formal written complaint to the Academic Office.
3. Your complaint will be acknowledged within 3 working days.
4. An investigation will follow and a written outcome issued within 20 working days.

Need Support?

- UKMC Student Engagement Lead
- UKMCSA Welfare Officer
- UKMC Wellbeing Services
- External agencies (if relevant)

Important Notes

- Anonymous complaints are only accepted in exceptional cases.
- Complaints must be made within a reasonable timeframe.

- You have the right to appeal a decision within 5 working days.

Appendix C: Reasonable Adjustments Request Form

This form should be completed by any student requiring reasonable adjustments in relation to the complaints procedure.

Student Information

Full Name:_____

Student ID:_____

Course Title:_____

Email Address:_____

Adjustment Request

Please describe the adjustments you are requesting and the reasons for your request:

Supporting Evidence

Please attach any supporting documents (e.g. medical evidence, disability support plans).

Declaration

I confirm the information provided is accurate to the best of my knowledge.

Signature:_____
Date:_____