



## **Student Complaints Policy & Procedures**

## Student Complaints Policy & Procedures

### CONTENTS

1. Scope.....	3
2. Introduction .....	3
3. Underlying Principles .....	6
4. Complaints Against Staff.....	6
5. Staff Involvement in the complaints process.....	7
6. Complaints Procedure.....	7
A) Stage 1: Informal Resolution .....	7
B) Stage 2: Formal investigation of written complaint.....	8
C) Stage 3: Review by the Student Complaints Review Panel .....	10
7. The Panel .....	10
8. Conduct of Proceedings.....	11
A) Representation.....	11
B) Documentation .....	11
C) Formal Hearing Meeting.....	11
9. Additional Notes.....	12
Appendix 1: Stage 2 Formal Complaint Form .....	14
Appendix 2: Stage 3 Supplementary Paper 1 .....	16
Student Complaints Policy and Procedures Flowchart.....	17
Core Documentation Record Page .....	18

## 1. SCOPE

- 1.1 This policy outlines the procedures that should be followed should a student make a complaint about any service provided by the University College of Osteopathy (UCO).

## 2. INTRODUCTION

- 2.1 The UCO is committed to maintaining an effective procedure to allow all student members of its community to make legitimate complaints. The UCO aims to deal openly, fairly and effectively with any comment or complaint about services, and to offer an appropriate remedy to any student who is adversely affected by a service which fails to deliver to the UCO's standards.
- 2.2 This document provides details of the UCO's complaints procedure for students who wish to make a complaint and is aligned to the QAA Quality Code advice and guidance for Concerns, Complaints and Appeals<sup>1</sup>, and aligns to the Good Practice Framework for handling complaints and academic appeal published by the Office of the Independent Adjudicator for Higher Education<sup>2</sup>.
- 2.3 Both the [Students' Union \(SU\)](#) and [Student Support Services](#) (Head of Student Services or equivalent) can provide advice on submitting a complaint. In all cases students are strongly encouraged to seek impartial advice concerning their complaint. The [Student Support Officer](#) can also provide guidance and practical help to students who requires assistance as a result of a learning or other disability.
- 2.4 A complaint is defined as any specific concern about the provision of a programme of study or related academic or support service and may be made by a student or a group of students.
- 2.5 The UCO strongly encourages the informal resolution of complaints at the earliest opportunity, and before this formal procedure is required.
- 2.6 Complaints may relate to (though not be limited to):
- the teaching and learning experience of the student, e.g. quality of teaching, teaching facilities, personal tutor support
  - academic services, e.g. computing and library services
  - administrative services, e.g. Registry, Finance etc.
- 2.7 The Student Complaints Policy and Procedure excludes certain specific complaints where the UCO has separate policies to deal with these. This includes complaints concerning student disciplinary matters (which should be dealt with under the [Student Code of Conduct and Disciplinary Procedure](#) or [Student Fitness to Practise Policy](#)) and matters of public interest which should be dealt with under the [Public Interest Disclosure \(Whistleblowing\) Policy](#).
- 2.8 An Academic Appeal is defined as a request for a review of a decision of an academic body charged with making decisions on student progression, assessment and awards. Therefore appeals against the decision of a Board of Examiners should be dealt with under the [Academic](#)

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<sup>1</sup> <https://www.qaa.ac.uk/en/quality-code/advice-and-guidance/concerns-complaints-and-appeals>

<sup>2</sup> <https://www.oiahe.org.uk/resources-and-publications/good-practice-framework/>

- [Appeals Policy](#) although in exceptional circumstances a successful complaint may give grounds for an academic appeal.
- 2.9 Complaints made by applicants regarding any aspect of the recruitment and admissions process, for example receiving misleading information about a course, are covered under a separate [Admissions Policy and Procedure](#) although the Student Complaints Policy and Procedure may be used if the issue only comes to light after the course has started and is linked to an aspect of course provision.
- 2.10 Complaints from students registered on partnership programmes validated by the UCO should refer to the partner's own complaint procedure in the first instance, as appropriate.
- 2.11 Complaints from individuals who are dissatisfied in their dealing with the UCO Students' Union (SU) will normally be dealt with under the SU's own Complaints Procedure contained within the [UCO's SU Constitution](#).
- 2.12 Students seeking an extension to a coursework submission date or deferral of an examination due to operational issues should raise this through the [Special Circumstances Policy and Procedure](#). A record of the outcomes agreed as part of the special circumstance's procedure may be included as a complaint so that this can be properly reported for quality enhancement purposes.
- 2.13 It will be the responsibility of the Registrar to determine whether a complaint should proceed through the UCO's student complaints procedure or through an alternative process.
- 2.14 In all instances where a student is unsure as to how or where to raise their complaint, they should seek advice from the Student' Union ([SU](#)) and/or [Student Support Services](#) (Head of Student Services or equivalent) or the [Registrar](#).
- 2.15 The UCO encourages students to raise issues of concern and will not penalise students for making a complaint under this procedure. Nothing will appear on a student's academic record to indicate that a complaint has been made but the UCO will not consider unsubstantiated complaints that are proven to be vexatious or malicious. Complaints of this nature may result in disciplinary action under the [Student Code of Conduct and Disciplinary Procedure](#).
- 2.16 It is important that any complaint is timely. The longer the delay, the less likely it is that the UCO will be able to investigate a complaint promptly. A complaint by a student will not normally be investigated if a period of three months has elapsed since the alleged action which is the basis of the complaint occurred, although the Registrar may exceptionally allow such a complaint to proceed.
- 2.17 The UCO does not normally deal with anonymous complaints, although it will consider the circumstances of any such anonymous submission and may, in exceptional circumstances, take forward the complaint. Where complaints are received anonymously or from third parties, it will be at the discretion of the Registrar to determine whether the complaint will be considered and, if so, how.
- 2.18 The submission of evidence to support a complaint helps in ensuring that this can be investigated effectively. Therefore, students should endeavour to submit as much evidence as possible in support of their written complaint and reference this in their statement. Relevant evidence could include written records of conversation with UCO staff, written information sent by UCO staff, recordings of academic sessions, information contained on webpages or the identification of other students who may be able to act as corroborating witnesses and are

willing to be contacted by the investigating officer. The absence of any evidence does not necessarily mean that complaint will not be investigated but does increase the possibility that no firm conclusions can be drawn on the balance of probabilities.

- 2.19 A group of students affected by the same set of circumstances may wish to make a collective complaint through a single spokesperson. In such circumstances the spokesperson must always express the views of the group and relay and copy all correspondence to the group. Each member of the group must provide their names and contact details in the initial submission.
- 2.20 In conducting the procedures to investigate complaints, the UCO may invite students to meet staff. At all such meetings, you will be permitted to be accompanied by a friend: for example, an officer of the UCO Students' Union, a fellow student, or a member of academic staff. The UCO must be notified of the name and affiliation of the person concerned in advance of the meeting.
- 2.21 It is not normally appropriate to be accompanied at a hearing by a legally qualified person. Exceptionally, the UCO may allow this, but a case must be submitted for approval by the UCO in advance and the UCO reserves the right to include a legally qualified colleague to participate in the meeting.
- 2.22 The accompanying person will not be permitted to present your case but will be in attendance to support you and to clarify issues as appropriate.
- 2.23 The UCO will be prepared to meet expenses reasonably incurred by a successful complainant, subject to its prior approval of the nature of the expenses claim and the maximum sum involved.
- 2.24 The UCO recognises that remedies available in respect of complaints might include an apology, compensation and/or a change in UCO practices and procedures. In certain circumstances, these may lead to disciplinary action or academic appeals.
- 2.25 The UCO constantly seeks to improve its services. The UCO's Teaching Quality & Standards Committee, Academic Council and / or Board of Directors as appropriate monitors the complaints received on an annual basis and the effectiveness of these procedures in addressing them.
- 2.26 If your complaint is not based on the grounds specified in this Policy, is out of time (see 2.16) or accompanied by appropriate supporting evidence to support an investigation, the UCO may inform you that no action will be taken. Where relevant you may be referred to one of the relevant procedures stated in 2.7 to 2.12 or you will receive a Completion of Procedures Letter and you may, if you so wish, pursue the matter further with the Office of the Independent Adjudicator for Higher Education (<http://www.oiahe.org.uk/>).
- 2.27 Authoritative guidance on the application and operation of this procedure may be sought from the Registrar.
- 2.28 Other [key contacts](#) are:
- UCO Students' Union
  - Course Leaders
  - IT Director
  - Finance Director
  - Head of Estates

- Student Support Officer
- Head of Student Services

### 3. UNDERLYING PRINCIPLES

- 3.1 The Student Complaints Policy and Procedures has been established with the aim, where possible, of resolving complaints informally through negotiation between those individuals who are immediately concerned with the matter and, where appropriate, their immediate line management. The UCO recognises, however, that some issues cannot be resolved by informal means and may require the intervention of outside parties. The formal stages of the Student Complaints Policy and Procedures ([Stage 2](#) and [Stage 3](#)) are therefore available to students should informal pursuit of a complaint prove unsatisfactory or it can be demonstrated that this is not appropriate.
- 3.2 The underlying principles of the UCO Student Complaints Policy and Procedures, which should be respected by all those involved, are that:
- a) Complaints will be treated seriously, fairly, as expeditiously as possible and in a consistent fashion.
  - b) Complaints will be treated in a rigorous and fair manner with sensitivity and with minimum stress to all parties concerned.
  - c) Confidentiality will be respected throughout, and the UCO will endeavour to make sure that such a complaint is known to the fewest staff needed to undertake a thorough investigation.
  - d) Submission of a complaint will not lead to recrimination or adversely affect academic progression provided it is made in good faith and not maliciously or vexatiously.
  - e) There is a right for any decision to be referred the office of the independent adjudicator for higher education (OIA).
  - f) The use of the student complaints procedure does not affect a student's right to pursue legal remedies outside the UCO.

### 4. COMPLAINTS AGAINST STAFF

- 4.1 Any investigation that is conducted under the formal stages of the Student Complaints Policy and Procedures, and where an allegation against a member of staff is involved, must be conducted in accordance with principles that ensure a balance between the interests of the complainant and those of the member of staff involved. These principles include the expectation that there will be:
- a) An assumption of no fault until the balance of evidence from the investigation demonstrates otherwise.
  - b) Respect for the dignity of the individuals involved.
  - c) The right of the member of staff to be told of the complaint and to know of the evidence presented by the complainant.
  - d) The right of the member of staff to respond to the complaint and the evidence and to be accompanied by a colleague staff member or union representative in any investigatory meetings or at any stage of the student complaints policy and procedures.
  - e) The right of the member of staff to know the outcome; and

- f) The right of the member of staff to have confidentiality preserved where there is any consequential action involving them.
- 4.2 Where a complaint involving an allegation of misconduct by a member of staff is upheld this may form the basis of further action under the Staff Disciplinary Procedure.
- 4.3 Whilst the complainant has the right to be told of the outcome of the complaint and any compensatory decisions taken, the complainant has no right to be informed of action taken under the Staff Disciplinary Procedure.

## 5. STAFF INVOLVEMENT IN THE COMPLAINTS PROCESS

- 5.1 It is the expectation of the UCO that members of UCO staff will support the operation of this Procedure. It follows therefore that staff members who are contacted as part of an informal complaint, are called as witnesses to appear before the Student Complaints Review Panel, or who are involved at any stage in the investigative process, are required to co-operate fully with the process whether called on behalf of the UCO or by the person making the complaint.
- 5.2 In exceptional circumstances a staff member may request permission to be excluded from an investigation or not to be required to appear as a witness before the Student Complaints Review Panel.
- 5.3 Where it is the view of the responsible officer at [Stage 3](#) that the evidence that can be provided by the staff member is more important to the resolution of the complaint than the objections of the staff member, then the staff member will be required to participate in this process. Failure to do so may constitute a disciplinary offence.

## 6. COMPLAINTS PROCEDURE

- 6.1 The Complaints Procedure contains the following stages:
  - a) Stage 1: Informal resolution of the complaint through discussion between the individual(s) directly involved.
  - b) Stage 2: Formal investigation by a member of the UCO staff appointed by the Registrar (or the Head of Student Services if a complaint relates to a service provided by the Registry).
  - c) Stage 3: Review by the Student Complaints Review Panel.
- 6.2 At any point prior to the completion of Stage 3 review, a request for mediation made by a complainant can be instigated. Mediation will only occur with the agreement of all parties involved, and the formal complaints procedure will be suspended while mediation takes place.

### A) STAGE 1: INFORMAL RESOLUTION

- 6.3 Under normal circumstances, the UCO expects students to seek to resolve their complaint informally at Stage 1 prior to making a formal complaint and that most complaints should be satisfactorily resolved at that level.
- 6.4 Therefore, in the first instance the student should normally seek to discuss their complaint with the person to whom the complaint relates or who is responsible for the matter that gives rise to the complaint.
- 6.5 In order to ensure that the complaint is raised at a mutually convenient time the student should try to arrange an appointment with the member of staff concerned. The complainant should

make clear, when arranging the appointment, the matter that they wish to discuss, the nature of the complaint that they wish to raise and confirm that the meeting has been requested as part of this complaints procedure to ensure the outcome is recorded correctly. The member of staff may request the presence of a colleague and the complainant themselves may also be accompanied by a fellow student or a representative of the UCO Students' Union.

- 6.6 It may be possible for the circumstances of the complaint to be fully addressed and resolved through a meeting between the parties concerned, or further enquiries may be required. In either circumstance the staff member should keep a written record of the meeting and/or of any further enquiries and a response will be provided to the student no later than ten working days of the complaint being raised, except where there is a good reason for requiring a longer period. In such circumstances, the student will be notified of the reasons for the delay and when they will receive a response.
- 6.7 The student will be informed if their informal complaint is justified and if any remedy is proposed or, if not found to be justified, the student will also be informed of their right to proceed to Stage 2 of the Procedure.
- 6.8 A record of the complaint will be forwarded to the Registrar by the party providing the informal response to the student. This record will provide a brief summary of the complaint, details of any meetings or discussions held to resolve the issue and indicate either any corrective or compensatory action to be taken as a form of redress or the reason for the decision to reject the complaint.
- 6.9 The Registry will keep basic details of all complaints resolved at this level, including details of the complainant, the nature of the complaint and the outcome. This record will be destroyed in accordance with the UCO's Information and Records Retention Schedule although an anonymised record may be retained beyond this date for quality enhancement and reporting purposes.
- 6.10 A student may proceed to Stage 2 of the Procedure where it is not possible to achieve a timely or satisfactory resolution using Stage 1 of the Procedure or where it can be demonstrated that informal routes are not appropriate.

#### B) STAGE 2: FORMAL INVESTIGATION OF WRITTEN COMPLAINT

- 6.11 At Stage 2 the intention of this procedure is to allow for the complaint to be resolved to the satisfaction of all parties through the intervention of the Registrar (or nominated alternative) and formal investigation.
- 6.12 A complaint will proceed to Stage 2 where:
- a) A student is not satisfied with the outcome they have received following Stage 1.
  - b) A student can provide good reason why Stage 1 cannot be conducted.
  - c) The complaint directly involves a Head of Service, Course Leader or a member of the Vice-Chancellor's Group and the student is reluctant to seek a resolution via the informal mechanism.
- 6.13 The request for consideration to stage 2 should be made to the Registrar (or alternative, usually the Head of Student Services in cases involving the Registry or directly to the Chair of the UCO Board of Directors in cases involving the Vice-Chancellor's Group) on the Formal Complaint Form (see [Appendix 1](#) below) and must include:

- a) name of complainant(s)
  - b) a contact address (and preferably telephone and/or mobile number and email address)
  - c) course
  - d) the date(s) on which the problem arose
  - e) whether anyone else was affected, or saw what happened
  - f) any relevant documentary evidence (see 2.16)
  - g) the response requested from the UCO
- 6.14 The statement should also describe the steps the complainant has taken to resolve the complaint informally or their reasons for not doing so, including the written response received at Stage 1 of this procedure.
- 6.15 On receipt of the written complaint the Registrar (or alternative) will determine whether it is appropriate for the complaint to be considered under Stage 2 of the Student Complaints Policy and Procedure or whether the nature of the complaint warrants its consideration under the alternative procedures referred to in sections 2.7 to 2.12. They will inform the student of their decision within ten working days of receipt of the complaint.
- 6.16 Where the Registrar finds that the complaint is appropriate for processing at Stage 2 of this procedure, they will request the relevant Unit Leader or the Service Manager or a specified alternate (where the Unit Leader or the Service Manager is not appropriate/available) to investigate the complaint in accordance with the UCO's Guidance for Investigations<sup>3</sup>. The person investigating must have had no prior direct involvement in the matter.
- 6.17 The Unit Leader or Service Manager or alternate will investigate the case by making such enquiries as they think fit, using the Guidance that is available.
- 6.18 As part of the investigative process, the Unit Leader or Service Manager may need to conduct a meeting with the student, in which case a note of the meeting will be taken and the student will have the right to be accompanied by a friend: for example, an officer of the UCO Students' Union, a fellow student, or a member of academic staff.
- 6.19 Following investigation of the complaint the Unit Leader or Service Manager will provide a written response to the Registrar. This report should be anonymised appropriately although a record of the individuals concerned will be supplied to the Registrar.
- 6.20 The Registrar will respond to the student, and that response will be copied to the appropriate member(s) of staff concerned or responsible for the matter giving rise to the complaint.
- 6.21 This response will normally be provided within thirty working days of the formal complaint being lodged with the Registrar except where good reason can be demonstrated for requiring a longer period, in which case the student will be notified of the reasons for the delay and of an expected response date.
- 6.22 The response will indicate whether the complaint has been upheld and will, where appropriate after appropriate consultation, identify any action to be taken as a result, or the reason for the

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<sup>3</sup> Available from the Quality Team ([quality@uco.ac.uk](mailto:quality@uco.ac.uk))

decision to reject the complaint. It will also notify the student of their right to proceed to Stage 3 of this procedure, where the complaint has not been upheld.

- 6.23 Where a complaint is not upheld and the student elects not to proceed to Stage 3 of this procedure, the student may request a [Completion of Procedures Letter](#) from the Registrar and may pursue the matter further with the [Office of the Independent Adjudicator for Higher Education](#). The completion of procedures letter produced at this stage must make clear that the student has not completed Stage 3 of the complaint procedure.
- 6.24 The Registrar will retain full records of all complaints resolved at this level, including details of the complainant, the nature of the complaint and the outcome. This record will be destroyed in accordance with the UCO's Records and Information Retention schedule although an anonymised record may be retained for quality enhancement and reporting purposes.

### C) STAGE 3: REVIEW BY THE STUDENT COMPLAINTS REVIEW PANEL

- 6.25 Students will be entitled to seek a review by the Student Complaints Review Committee of the decision concerning their complaint, only where:
- There is evidence that Stage 2 investigation did not include in its deliberations all relevant issues, and any relevant issues identified as not included at Stage 2 are material to the decision and do not constitute a new basis for complaint.
  - There is evidence that the Stage 2 investigation was not carried out in accordance with UCO policies.
  - There is evidence that the decision made as a result of the Stage 2 investigation, as well as any action proposed, was not reasonable.
  - There is new evidence or information which the student was unable, for valid reasons, to provide at Stage 2.
- 6.26 This will be initiated by submitting a copy of the Formal Complaint Form to the Registrar, normally within ten working days of having received the outcome of the investigation of the complaint at Stage 2 of this procedure, along with the accompanying evidence in support of the review.
- 6.27 The Formal Complaint Form will be accompanied by the Supplementary Sheet 1 ([Appendix 2](#)) giving details of what action has been taken to resolve the complaint at previous stages and why the student remains dissatisfied.
- 6.28 The Registrar will review the request and respond to confirm whether the request meets the criteria for a Stage 3 review, normally within ten working days of receipt, and will inform the Deputy Vice-Chancellor (Education) of the complaint.
- 6.29 Where the request meets the grounds for review at stage 3, the Deputy Vice-Chancellor (Education) will convene a meeting of the Student Complaints Review Panel, to meet not less than five working days following the response sent by the Registrar.

## 7. THE PANEL

- 7.1 The Panel will comprise three members of the UCO staff not involved in prior stages of this procedure, one of whom will be nominated by the Deputy Vice-Chancellor (Education) to act as Chair.

7.2 A Clerk to the Panel will be nominated by the Registrar.

## 8. CONDUCT OF PROCEEDINGS

### A) REPRESENTATION

8.1 All students and staff members who are required to attend the meeting of the Student Complaints Review Panel will have the right to be accompanied by another individual as specified in this policy.

### B) DOCUMENTATION

8.2 The documentation submitted to the Student Complaint Review Panel will normally consist of:

- a) The Formal Complaint Form accompanied by supplementary paper 1 ([Appendix 2](#)) submitted by the complainant; and
- b) Details of witnesses to be called by both the complainant and the officer responsible for the investigation of the complaint at Stage 2 together with a brief statement giving the purpose of the attendance of the witnesses; and
- c) Any other background documentation.

8.3 Papers will be circulated to Panel members, the complainant, and where appropriate the individuals against whom the complaint is being made, not less than five working days before the meeting of the Panel.

8.4 Following the hearing all documentation must be returned to the Clerk of the Panel to be destroyed and a single master set of documentation will be retained by the Registrar under safe and secure conditions.

8.5 It is the responsibility of the complainant to ensure that any witnesses whom they wish to call in support of their complaint are available for the meeting of the Panel and are briefed on the arrangements for the Panel.

8.6 It is the responsibility of the Registrar, through the Deputy Vice-Chancellor (Education), to ensure that those witnesses whom the UCO wishes to call in support of its decision on the complaint are available for the meeting of the Panel and are briefed on the arrangements for the Panel.

8.7 The Student Complaints Policy and Procedures sets out the expectations of the UCO in respect of staff participation in the complaints process in [Section 5](#).

### C) FORMAL HEARING MEETING

8.8 Non-attendance by either party will normally result in the hearing continuing in their absence and therefore being based only on the documentation previously submitted.

8.9 The proceedings of the Student Complaints Review Panel are at the discretion of the Chair but will normally be as follows:

- a) The Chair will open the proceedings by establishing that all parties have received full documentation.
- b) The Chair will also have the opportunity to raise any questions of clarification in respect of the documents submitted.

- c) Where details of witnesses have been provided by either party the Chair will have the discretion to decide not to hear any of the evidence to be provided by the witnesses but will be required to give all parties details of the reasons for such a decision.
  - d) The complainant will be invited to outline the complaint briefly, making reference to previously submitted documentation, in support of their complaint. The complainant will also have the opportunity to call the witnesses that they have previously notified to the Student Complaints Review Panel to provide evidence in support of their complaint.
  - e) Any new evidence that has not been presented at previous stages of the Complaints Procedure, or not submitted as part of the request for review under Stage 3, may only be accepted at the discretion of the Chair.
  - f) The officer of the UCO responsible for the investigation at Stage 2 of the Complaints Procedure will have the opportunity to question the complainant and the witnesses called by the complainant.
  - g) The officer who conducted the investigation at Stage 2 of the Procedure will then have an opportunity to state their reasons for having found against the complainant at Stage 2, making reference to previously submitted documentation. The officer will also have the opportunity to call witnesses whose details have previously been submitted, and the complainant will have an opportunity to question these witnesses.
  - h) Both parties will be provided with an opportunity to sum up their aspects of the case and at all points members of the Panel may choose to ask questions of any of the parties in order to seek clarification on points raised.
  - i) At the conclusion of the Hearing, the Panel will meet in private in order to make its decision. The decision will be notified in writing to all concerned by the Registrar, normally within five working days of the meeting.
- 8.10 The decision of the Student Complaints Review Panel will be final and will bring the UCO's investigation of student complaints to a close, and the complainant will receive a Completion of Procedures letter along with the Panel's response.
- 8.11 If the complainant remains dissatisfied with the UCO's response, they have the right to refer the UCO's decision to the Office of the Independent Adjudicator. Details are available at: <http://www.oiahe.org.uk/>.

## 9. ADDITIONAL NOTES

### A) HOW TO MAKE A COMMENT OR SUGGESTION ABOUT A SERVICE

- 9.1 If students want to comment or make a suggestion about improving one of the UCO's services, they can do so by using any of the mechanisms set out in the UCO's [Academic Quality Framework Section 10: Student Voice](#). Suggestions will be considered carefully, and the UCO will provide general information on the Student Portal about the action being taken in response to the comments and ideas received.
- 9.2 If students have a general comment relating to a course, they can raise it directly with the specific Staff and Student Liaison Committee concerned through your course representative. The Students' Union can also take up an academic issue on their behalf.

## B) COMPENSATION

- 9.3 Where compensation has been claimed by the student, the Deputy Vice-Chancellor (Education) may make a recommendation to the Vice-Chancellor on the matter. The Vice-Chancellor's decision will be notified to the student in a separate letter.

## C) MONITORING AND REVIEW OF THIS POLICY AND PROCEDURE

- 9.4 The Registrar will be responsible for preparing an annual report to relevant committees monitoring the operation of this procedure.
- 9.5 The Registrar will be responsible for monitoring the implementation of remedies agreed under this procedure.

## D) ACADEMIC APPEALS

- 9.6 Where the circumstances of a complaint are found to have impacted adversely on the academic performance of a student, in line with the specifications of the UCO's Academic Appeals Policy, a summary of the findings and their impact will be passed by the Registrar to the Chair of the Board of Examiners who will take Chair's action in lieu of Stage 2 of the academic appeals process.

## APPENDIX 1: STAGE 2 FORMAL COMPLAINT FORM

Note: This form is only to be used once attempts to resolve the complaint under Stage 1 of the Student Complaints Procedure have been exhausted.

<b>Name:</b>	
<b>Contact Address:</b>	
<b>Telephone Number:</b>	
<b>Course of Study:</b>	
Please explain your complaint fully:	
Please explain how you have attempted to resolve your complaint so far and why you remain dissatisfied:	
Please explain what you would like to happen to resolve your complaint:	
Please provide details of the evidence that you are submitting in support of your complaint	

Please continue on another sheet of paper if there is insufficient room on this form for you to explain any of the above details.

I agree that information about my complaint may be gathered from within the UCO by members of staff in the UCO as directed by the office of the Registrar.

Experience has demonstrated that in order to investigate complaints properly, and to balance fairness with the rights of the person about whom the complaint is made, disclosure is needed, and accordingly I agree that my name and other necessary information about the complaint may be disclosed in order to investigate it.

I also understand and accept that the outcome of formal complaints must be recorded for the purposes of monitoring and analysing complaints generally, and for reporting to Academic Council and / or Board of Directors as appropriate and Staff-Student Liaison Group for monitoring and evaluation in terms of quality assurance as the UCO is required to under the section of the QAA Quality Code on Appeals and Complaints.

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

For Administration Purposes:

Date Received..... Acknowledgement Sent.....

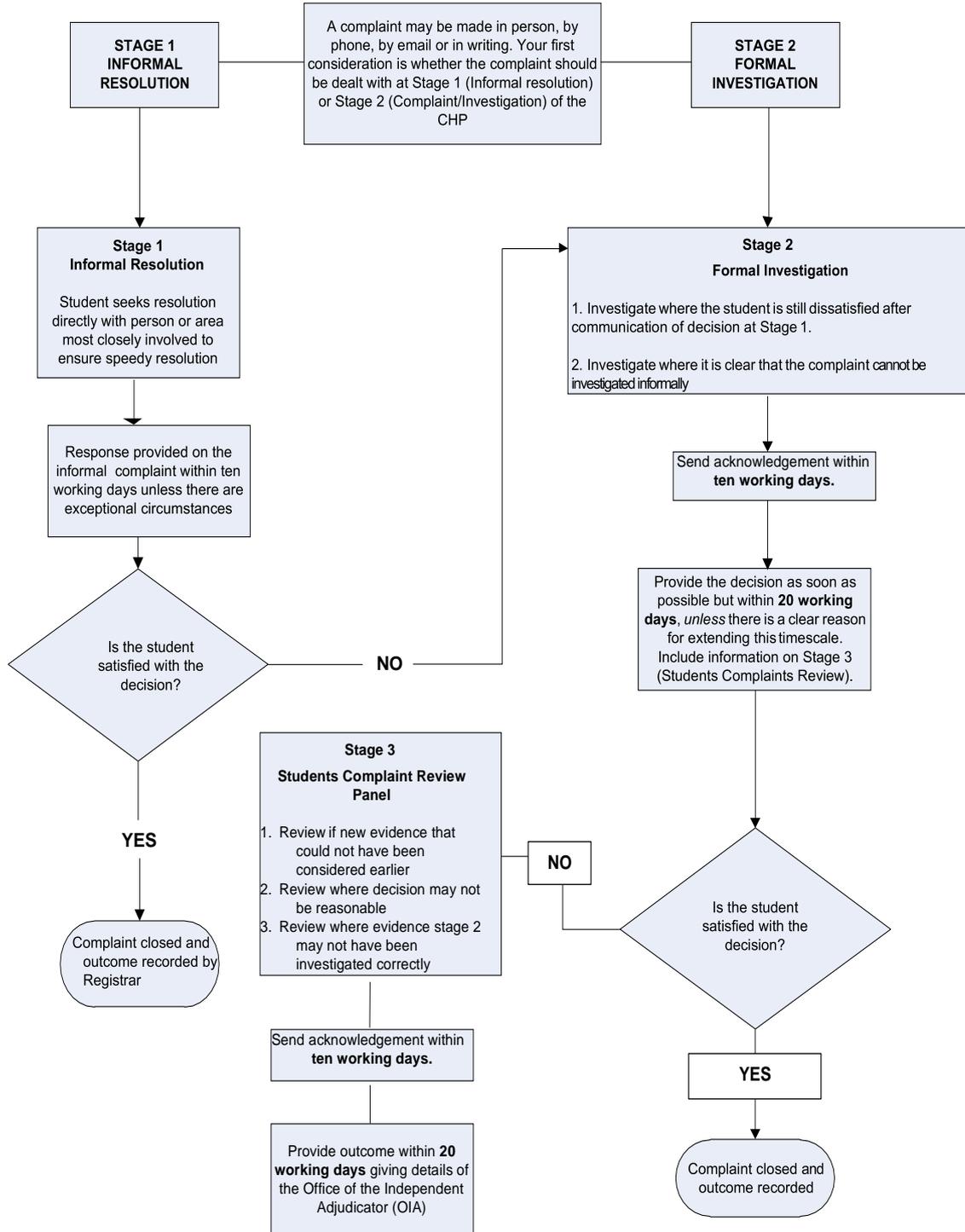
## APPENDIX 2: STAGE 3 SUPPLEMENTARY PAPER 1

Note: This form should be submitted to the Registrar along with a copy of the original Formal Complaint Form to provide additional information for consideration of a complaint at Stage 3.

Has this complaint already been considered at Stage 2?	YES / NO
If NO please provide details as to why the complaint has not been considered at Stage 2 together with a completed Formal Complaint Form.	
If YES please indicate why you are not satisfied with the response to your complaint at Stage 2 (please refer to the criteria specified for Stage 3 complaints).	
Please provide details of the evidence that you are providing in support of your request for a review	

# STUDENT COMPLAINTS POLICY AND PROCEDURES FLOWCHART

## COMPLAINTS PROCEDURE FLOWCHART



**CORE DOCUMENTATION RECORD PAGE**

**Student Complaints Policy & Procedures**

<b>Version number</b>	<b>Dates produced and approved (include committee)</b>	<b>Reason for production/ revision</b>	<b>Author</b>	<b>Location(s)</b>	<b>Proposed next review date and approval required</b>
V1.0	Nov 2011 Academic Council	Update to 2010-2011 Regulations	Registrar	All master versions will be held in: J:\0 Quality Team - Core Documentation Intranet	Nov 2012
V2.0	Nov 2012 Nov 2013	Annual Review No Changes	Registrar	All master versions will be held in: J:\0 Quality Team - Core Documentation Intranet	Nov 2013 Nov 2015
V3.0	Aug 2015 PRAG Chair	Administrative Amendment to reflect current role titles	Registrar	All master versions will be held in: J:\0 Quality Team - Core Documentation Intranet	Aug 2017
V4.0	Sep 2016 Academic Council	Major amendment to remove the University of Bedfordshire to reflect the UCO as the awarding institution following the granting of Taught Degree Awarding Powers	Registrar	All master versions will be held in: J:\0 Quality Team - Core Documentation Intranet	Sep 2018
V5.0	Jul 2017 PRAG Chair	Administrative Amendments to update institution name change from British School of Osteopathy to University College of Osteopathy and staff role and policy titles.	Registrar	All master versions will be held in: J:\0 Quality Team - Core Documentation Intranet	Sep 2018
V6.0	May 2018 PRAG Chair	Administrative Amendments to reflect title changes (i.e. from Principal to Vice-Chancellor, etc.)	Registrar	All master versions will be held in: J:\0 Quality Team - Core Documentation Intranet	Sep 2018
V7.0	Jul 2019 Academic Council	Major amendments to map onto QAA Code of Practice and OIA Guidelines and additions in response to Audit & Risk Committee (ARC) review and to reflect new BSc (Hons) Integrated Nutrition and Dietetics Course	Registrar	All master versions will be held in: J:\0 Quality Team - Core Documentation Intranet	Jul 2022

V8.0	Nov 2021 TQSC (Published July 2022 for implementation in the 2022-2023 academic year)	Minor Amendments to update course provision, reflect benchmarks used to inform this policy, clarify evidence students may submit to support a complaint, and to reflect timelines that align with OIA guidance.	Registrar	All master versions will be held in:  J:\0 Quality Team - Core Documentation  Website	Nov 2024
<b>Equality Impact</b>					
Positive equality impact (i.e. the policy/procedure/guideline significantly reduces inequalities)					
Neutral equality impact (i.e. no significant effect)					X
Negative equality impact (i.e. increasing inequalities)					
<b>If you have any feedback or suggestions for enhancing this policy, please email your comments to: <a href="mailto:quality@uco.ac.uk">quality@uco.ac.uk</a></b>					