

# Complaints Procedure (Student)

<b>Responsibility of</b>	Senior Leadership Team
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# Student Complaints Procedure

At Nexus ICA, we recognise that we don't always get things right and despite our best intentions not to cause disruption or distress, we sometimes get it wrong. This procedure gives you the opportunity to tell us when things haven't worked out, and where we've got it wrong. In order to working collaboratively and with humility, this procedure allows us to examine those situations that have caused you concern with care for you, the student, and to find a suitable resolution moving forwards.

This procedure outlines:

- The guiding principals of how we process complaints
- What you can and cannot complain about in this procedure
- The stages of making a complaint and how to do it
- What to do if you're not happy with the outcome

# 1. General Principles

1.1 Nexus ICA seeks to maintain high standards in its provision of courses, services and facilities to students. Nexus ICA has established its student complaints procedures to deal with legitimate complaints from students in a fair, prompt and efficient manner.

1.2 Complaints will be addressed informally or formally through a two-stage process, with Stage I: Formal Complaints Procedure and Stage II: Complaints Review.

1.3 All complaints will be dealt with without recrimination and no student will be disadvantaged on account of raising a complaint. Students may complain individually or collectively, where appropriate. Complaints will be investigated objectively. Anonymous complaints will not be accepted.

1.4 Students should normally make a complaint within the timeframe specified in each complaint stage. Nexus ICA will only consider complaints outside the timeframe at its absolute discretion and where there is a valid reason for the delay.

1.5 All complaints will be dealt with constructively and the student will be informed of the outcome. Where a complaint is upheld, Nexus ICA will make an appropriate response including taking any necessary corrective action. Means of redress include an explanation of actions taken or planned and written or oral apologies. Where the complaint outcome includes an offer for the student, it should be accepted or declined within 15 working days from the date of the offer.

1.6 All complaints will be dealt with in confidence with the proviso that any person about whom a complaint is made shall be supplied with a copy of the complaint. A student may be asked to attend an interview with the member of staff investigating their complaint.

1.7 A record of complaints received from students and the means of resolution will be kept by Nexus ICA and reported annually to the Academic Board as part of the monitoring and quality assurance processes. No information that will identify any individual will be available within the report.

1.8 For students under 18 or vulnerable adults additional support may be provided.

1.9 Where a complaint made by a student is believed to be frivolous, vexatious or motivated by malice, Nexus ICA reserves the right to take disciplinary action against the student for breach of the Code of Conduct.

1.10 Nexus ICA reserves the right to withdraw the student's complaint if the complainant is not engaging with the complaint investigation process for more than 20 working days when requested.

1.11 Advice on whether the complaints procedure applies and how it operates may be sought from a member of SLT or their nominee.

## 2. Scope of the Complaints Procedure

2.1 This procedure is designed to deal with complaints arising from:

- i. Provision of academic services described in Nexus ICA's publications including teaching, content of courses and support for learning
- ii. Incorrect or misleading information about services provided by Nexus ICA
- iii. Provision of other Nexus ICA services described in literature published by Nexus ICA
- iv. Inappropriate behaviour of members of staff
- v. Inappropriate behaviour of a student.

2.2 The student complaints procedure does not cover the following:

- i. Any matters relating to examination and assessment procedures or academic appeals. Information regarding the appeals system is published in the UWL Academic Regulations
- ii. Disciplinary issues: information regarding breaches of the Code of Conduct is published alongside the Code of Conduct
- iii. Admissions procedures prior to enrolment as a student of Nexus ICA. Information regarding complaints about the admissions process is published in the Admissions Policy
- iv. Complaints about student accommodation. More information about resolving issues with private landlords can be found on the Government website:  
<https://www.gov.uk/private-renting/complaints>

2.3 Where a student makes a complaint about the behaviour of another student or about unacceptable behaviour of Nexus ICA staff, the Principal shall consult as appropriate and determine the correct student or staff procedure or policy to be followed. Where appropriate the complaint will be referred under the staff or student disciplinary procedures. Such determination shall be final.

### 3. Informal Resolution of Complaints

3.1 Most complaints will normally be resolved informally by an appropriate member of staff.

3.2 The informal complaint may be made orally or in writing, normally within 10 working days of the incident or action from which the complaint arises, or in any event as soon as possible.

3.3 The member of staff to whom the complaint is made will investigate or refer the complaint. A response will be made to the student via email, normally within 5 working days.

3.4 If the student is dissatisfied with the outcome of this informal resolution of their complaint, then they should follow stage I and stage II procedures described in the formal complaints procedure below.

3.5 If a student requires advice or wishes to discuss the matter before making a formal complaint, they should consult their personal tutor, another member of staff or a student representative.

### 4. Stage I: Formal Complaints Procedure

4.1 The Stage I complaint should be made in writing, preferably by completing an appropriate form, normally within 10 working days of the incident or action from which the complaint arises, or the outcome of the informal resolution.

The following details must be provided:

- i. A full statement of the complaint
- ii. Brief details of the steps already taken to resolve the complaint informally
- iii. Reasons for the student's dissatisfaction with the attempts to resolve the complaint informally
- iv. What remedy the student is seeking
- v. A copy (not original documents) of any documentary evidence the student wishes to submit

- vi. The student's name and the University student ID number
- vii. Full contact details for the student (including preferred method of contact e.g. email)
- viii. Whether the student has representation and if so whom.

The complaint should be addressed to the Principal ([principal@nexus-ica.co.uk](mailto:principal@nexus-ica.co.uk)).

4.2 The Principal's nominee will determine whether all the necessary information has been provided and may contact the student requesting additional details and evidence. In all cases, the receipt of the complaint will be acknowledged within 3 working days.

4.3 The Principal's nominee will forward the complaint to the Course Leader or Director of Operations who will investigate the complaint using the information provided by the student in their written statement of the complaint. The Course Leader or Director of Operations will send a formal written response to the student, detailing the investigation, within 10 working days of the full complaint being received by Nexus ICA. The response sent to the student must be copied to the Principal and all relevant parties.

4.4 In instances where it has not been possible to resolve the complaint within 10 working days for a legitimate reason, the relevant area investigating the complaint shall write to the student and inform them of:

- The name of the person investigating their complaint
- The reason for the delay
- The date by which the student will be notified of the outcome

The letter sent to the student must be copied to the Principal and all relevant parties.

## 5. Stage II: Complaints Review (UWL Stage III)

5.1 If a student has reason to believe that their Stage I complaint has not been handled fairly, objectively or in accordance with the procedures described above, they should request a review of their complaint. A Stage II complaint constitutes a review and not a re-investigation of the complaint. The request for a review must state the grounds on which the review is sought and should be accompanied by appropriate documentary evidence.

Valid grounds for the review of the Stage I investigation outcome are as follows:

- i. There were procedural irregularities in the investigation of the complaint;
- ii. Fresh evidence can be presented which could not reasonably been made available with the submission of the Stage I form; or
- iii. The outcome of the investigation was not reasonable in all the circumstances, in which case the detailed reasons for the student's satisfaction with the Stage I investigation and the outcome should be provided.

5.2 The Stage II Review request should be made in writing by completing an appropriate form, normally within 15 working days of the outcome of the Stage I formal resolution.

The following details must be provided:

- i. A full statement of the complaint including the valid grounds for review as stated above;
- ii. A copy of Stage I formal complaint and a copy of the Stage I outcome letter;
- iii. What remedy the student is seeking;

- iv. A copy (not original documents) of any new documentary evidence that was not available during Stage I complaint investigation;
- v. Whether the student has representation and if so whom.

The complaint should be addressed the University Secretary (UWL):

University Secretary  
University of West London  
St Mary's Road  
London  
W5 5RF

or [university.secretary@uwl.ac.uk](mailto:university.secretary@uwl.ac.uk)

5.3 The University Secretary will review the handling of the complaint in the light of the student's written statement unless he/she was part of the original investigation. In this case, the complaint review will be referred to the Pro Vice-Chancellor (Student Experience).

5.4 The University Secretary (or where appropriate the Pro Vice-Chancellor) may confirm or rescind an earlier decision in the light of this report. A written reply will be sent to the student within 20 working days of receiving the request for the review.

5.5 In instances where it has not been possible to review the complaint within 20 working days for a legitimate reason, the student will be informed of the reason for the delay and the date by which they will be notified of the outcome.

## 6. Referral to the Office of the Independent Adjudicator

6.1 Nexus ICA subscribes to the independent scheme for the review of student complaints. If the student remains dissatisfied with the outcome of the review of their complaint, they may refer their case to the Office of the Independent Adjudicator (OIA) for external review.

6.2 Guidance on submitting a complaint to the OIA and the OIA complaint form can be found on the OIA's website: <https://www.oiahe.org.uk/students/how-to-complain-to-us/>. The OIA will normally only review issues that have been dealt with through Nexus ICA and the University's internal procedures.

6.3 To make a complaint to the OIA, the student will require a Completion of Procedures letter.

- i. Where the complaint has not been upheld, the University will issue a Completion of Procedures Letter automatically within 28 days from the Review outcome;
- ii. Where the complaint has been upheld and Nexus ICA has offered some resolution to the student, the student may request a Completion of Procedures letter if they do not wish to accept the resolution offered.

The Completion of Procedures letter exhausts Nexus ICA and the University's internal procedures.