



Procedure for University of London International Programmes Student Complaints

The University of London International Programmes is committed to optimising the service to its students.

1. Objective of this Procedure

The objective of this procedure is to solve problems quickly, simply and fairly. A complaint should be submitted within three months of the event.

2. What is Covered in this Procedure

- 2.1 This procedure covers complaints about administrative support services provided by the University of London International Programmes, learning materials provided by International Programmes, institutions listed in publications/website of the International Programmes which International Programmes students attend for teaching support, and allegations of discrimination and harassment.
- 2.2 This procedure excludes complaints arising from involvement in disciplinary processes or arising from consideration of academic offences, or appeals arising from academic assessment for which other procedures apply.

3. Administrative Support Services Provided by the University of London International Programmes

STAGE 1

- 3.1 Complaints concerning the administrative support services for International Programmes students (i.e., registration, examination entry, examination arrangements, despatch of learning materials) should be raised initially with the member of staff of the International Programmes with whom the complainant has been dealing. The object is to settle complaints quickly and with a minimum of formality.

STAGE 2

- 3.2 If the complaint cannot be resolved satisfactorily at Stage 1, the student may refer the matter in writing to the Director of Corporate Performance and Quality at the University of London International Academy. The Director will have discretion as to how the complaint is investigated and determined and will keep a record of all complaints received, the nature of the complaint and how it has been resolved. The Director will endeavour to investigate the matter and respond with a minimum of delay.

STAGE 3

- 3.3 If the complaint cannot be resolved satisfactorily at Stage 2, the student may make a formal complaint in writing to the Vice-Chancellor. Only in very exceptional circumstances will the Vice-Chancellor consider a complaint which has not been through Stages 1 and 2. The decision of the Vice-Chancellor will be final.
- 3.4 When the University considers the procedure has been completed, a 'Completion of Procedures' letter will be issued by the Head of the Academic Office at the University of London. The complainant will need a copy of this letter if they wish to appeal to the Office of the Independent Adjudicator for Higher Education (see paragraph 9. Appeals).

4. Learning Materials Provided by the University of London International Programmes

- 4.1 Complaints about the learning materials provided by International Programmes should be sent in writing to the Director of Corporate Performance and Quality. Learning materials are an academic matter and are the responsibility of the Lead College* and its quality assurance mechanisms.
- 4.2 The Director will have discretion as to the appropriate action to be taken and may refer the complaint to the Lead College* which provided the material. Where a complaint is forwarded to the Lead College*, it will provide a response to the Director and this will be communicated to the student. Normally, the Director will contact a Lead College* within 10 working days of receipt of the complaint, obtain timescales within which the College will reply and communicate these to the complainant.
- 4.3 The Director will keep a record of all complaints received and outcomes.

* In the case of the Undergraduate Laws Programme, the term 'Lead College' refers to 'Consortium'.

5. Institutions Listed in publications/website

Where attendance at an institution is not a compulsory requirement for registration [students are reminded that where attendance at an institution is not a compulsory requirement of registration, a student's relationship with an institution is a matter of contract between the student and the institution and the University of London International Programmes is not involved]:

- 5.1 Complaints should be addressed to the institution in the first instance.
- 5.2 In the event of failure to reach an amicable outcome, students may send details of their complaint to the Director who will investigate the complaint with the institution. The Director will endeavour to investigate the complaint with a minimum of delay.
- 5.3 As a result of correspondence with the institution, the Director may, if evidence warrants such action, remove the name of the institution from publications/website.
- 5.4 The student will be informed of the outcome of their complaint by the Director.
- 5.5 The Director will keep a record of such complaints and their outcomes.

Where attendance at an institution listed in publications/website is a compulsory requirement for registration:

- 5.6 Complaints should be addressed to the institution in the first instance.
- 5.7 In the event of failure to reach an amicable solution, students may send details of their complaint to the Director who will refer the complaint to the appropriate Lead College*. The Director will contact the Lead College* within 10 working days of receipt of the complaint, obtain timescales within which the Lead College* will reply and communicate these to the complainant.
- 5.8 It will be a matter for the Lead College* to decide what action to take and the Lead College* will inform the student of the outcome.
- 5.9 The Lead College* will inform the Director of the outcome.
- 5.10 The Director will keep a record of such complaints and their outcomes.

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6. Allegations of Discrimination and Harassment

Allegations of Discrimination and Harassment against an institution or an individual at an institution which a student attends for teaching [students are reminded that where attendance at an institution is not a compulsory requirement of registration, a student's relationship with an institution is a matter of contract between the student and the institution and the University of London International Programmes is not involved]:

- 6.1 All allegations should be addressed to the institution which is the appropriate authority to deal with such complaints.
- 6.2 In the event of failure to resolve a complaint satisfactorily, students may write with full details, to the Director. The Director will have discretion on the appropriate course of action and may consult with the Lead College* where attendance at an institution is a requirement of registration. The Director will endeavour to investigate the complaint with a minimum of delay.
- 6.3 Where the evidence warrants such action, a Lead College* may withdraw listed status from an institution and remove the institution from publications/website.
- 6.4 Where the evidence warrants such action, the Director may remove an institution at which attendance is not a requirement for registration from publications/website.
- 6.5 The Director will keep a record of all such cases and their outcomes.

Allegations of Discrimination and Harassment against a member of staff of the University of London International Programmes

- 6.6 In all cases, students should write with full details to the Director who will investigate the allegation. The Director will reply to the complainant within 10 working days to inform them of the course of action being taken.
- 6.7 The University's Equal Opportunities Policy provides that all proven cases are disciplinary offences. As such they will be dealt with by the University's internal procedures.
- 6.8 The Director will keep a record of all such cases and their outcomes.

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7. Public Interest Disclosure

Complaints which are allegations of malpractice or concern some other matter which the student believes he or she is unable to raise with University of London International Programmes, shall be made in accordance with the University's Public Interest Disclosure Procedure. This can be found at:

http://www.london.ac.uk/fileadmin/documents/staff/a_z/Ordinance_031.pdf

8. Disciplinary Action

- 8.1 There shall be no disciplinary or other adverse implications for a student who makes a complaint or allegation provided the student acts in good faith, within the law and not vexatiously, or with malice, and in accordance with this Procedure.
- 8.2 Victimisation of a complainant and deterring anyone from making a proper complaint, are disciplinary offences.

9. Appeals

The office of the Independent Adjudicator for Higher Education (OIA) may consider a complaint if the University's own internal complaint or appeal procedures have been exhausted. In these circumstances, students are required to obtain a 'Completion of Procedures' from the Head of the Academic Office at the University of London, to take to the OIA as confirmation that the University's internal complaints procedures have been completed. Details of the OIA can be found on <http://www.oiahe.org.uk>

10. Queries

If having read these procedures, you are unclear how to proceed, please contact the Director of Corporate Performance and Quality.

CONTACT DETAILS

Dr Stephanie Wilson
Director of Corporate Performance and Quality
University of London International Academy
Stewart House
32 Russell Square
London WC1B 5DN
Email: stephanie.wilson@london.ac.uk

Vice-Chancellor
University of London
Senate House
Malet Street
London WC1E 7HU

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