



UNIVERSITY OF LONDON

Procedure for University of London Student Complaints and Academic Appeals

The University of London is committed to providing the highest quality service to all students. However, the University recognises that students may sometimes be dissatisfied and to improve the student experience we welcome feedback. If a student wishes to make a complaint they should follow the three step procedure outlined below.

It is recognised that making a complaint is a serious matter and it is treated as such by the University. The University seeks to reassure any student making a complaint that it treats all complaints confidentially and that making a complaint will not influence the progress of a student's study.

The University of London Student Complaints and Academic Appeals Procedure (hereafter referred to as 'the Procedure') complies with the University of London [Ordinance 19](#).

Throughout the Procedure, 'we' 'us' and 'our' mean the University of London; 'you' and 'your' mean the complainant or appellant.

Student Complaint

We regard a complaint as any expression of dissatisfaction about our action or lack of action, or the standard of service provided by us or on our behalf.

Academic Appeal

We will only consider academic appeals relating to:

- Serious circumstances which the Board of Examiners was not aware of when confirming the final mark
- Procedural irregularities in the conduct of assessment
- Evidence of prejudice or bias on the part of one or more of the examiners

You may not challenge the academic judgements of the examiners; in other words, work submitted for assessment purposes will not be re-marked.

I. Objective of this Procedure

- i. We, through this Procedure, aim to resolve any complaints or problems quickly, fairly and simply. Therefore we encourage resolution at the informal stage (Stage One) with the members of staff directly involved.

II. Who can make a complaint

- i. Any current student of the International Programmes or School of Advanced Study (SAS)
- ii. Alumni of the International Programmes or SAS within one year of graduation.
- iii. Groups of students

III. Scope of this procedure

This procedure covers but is not limited to:

- i. Student administrative support services and lifecycle issues, such as registration, examination entry, examination arrangements, and dispatch of study materials
- ii. Issues affecting the quality of the student learning experience, for example, programme materials
- iii. Appeals against the application of the regulations (see also point iv. below)

This procedure does not cover:

- iv. Examination results – we will not consider an appeal against the academic judgement of the Board of Examiners
- v. Disciplinary processes
- vi. Academic offences
- vii. Complaints from anonymous individuals or from an un-attributable source
- viii. Appeals against admissions decisions. There is a formal University of London admissions appeals procedure for admissions decisions. Please refer to the International Programmes or SAS admissions website for further information or contact the University of London International Academy Student Advice Centre or SAS Registry.

IV. Timescales for making a complaint

There is a context to each complaint and appeal and therefore timescales may vary.

- i. After a period of 12 weeks (96 calendar days), the basis of any complaint shall normally be deemed to have lapsed

V. Support and Guidance

For students of the International Programmes, the Student Advice Centre (SAC) is able to guide you in the use of the Procedure via the portal <https://my.londoninternational.ac.uk>. For SAS students, advice and guidance is available from the Registry.

The Procedure

1. Stage One: Informal Stage

Resolution within the department where the complaint arose.

- 1.1 Complaints or feedback on any aspect of the student experience should be raised initially with the member of staff of the University with whom the student has been dealing.
- 1.2 Dealing with a complaint at this stage may involve escalation to the line manager of that functional area. It is the responsibility of the line manager to ensure that complaints relating to their department are resolved in a fair and expeditious manner.
- 1.3 A record of all correspondence and telephone calls will be maintained.
- 1.4 Where the complaint relates to the application of regulations it should normally be made to the Programme Director in the first instance in accordance with Stage One of this procedure.

2. Stage Two: Formal Complaint

The Director of Quality, Standards and Governance acting on behalf of the Pro Vice-Chancellor (International) for International Programmes students and acting on behalf of the Dean of SAS for SAS students

- 2.1 If a complaint (or appeal against the application of regulations) is not resolved at Stage One, you should refer the matter in writing to the Director of Quality, Standards and Governance at A&C@london.ac.uk
- 2.2 You should provide details of the case in a clear and succinct statement together with any available and relevant evidence.
- 2.3 It is at the discretion of the Director how the case is investigated and determined.

2.4 The Director may nominate a member of staff to carry out the investigation.

2.5 You will normally receive an acknowledgement of receipt of the case by email within three working days.

2.6 Following investigation you will receive a written response upholding or dismissing your case. This will be sent via email, normally within twenty working days of receipt of the case.

If our investigation will take longer than twenty working days, we will tell you. We will notify you of the revised time limits and keep you updated on progress.

3. Stage Three: Review Stage

The Deputy Chief Executive (for SAS or International Programmes, as appropriate) with the delegated authority of the Vice-Chancellor of the University of London

3.1 Stage Three is used when the following criteria are satisfied:

- i) That the policies and procedures outlined above were not followed by University of London staff;
- ii) That evidence which could not reasonably have been made available during Stage One or Stage Two has come to light;
- iii) You have escalated the matter within a reasonable timeframe following the conclusion of Stage Two (normally within 12 weeks)

3.2 If a complaint (or appeal against the application of the regulations) is not resolved at Stage Two, you may refer the matter in writing to the representative of the Deputy Chief Executive (*for SAS or International Programmes, as appropriate*) at ac-stage3@london.ac.uk

3.3 If the criteria (noted at 3.1) are not satisfied, you will receive this decision in writing.

3.4 If the criteria (noted at 3.1) are satisfied the Complaints Resolution Panel will be convened.

3.5 You will normally receive an acknowledgement of receipt of the case by email within three working days.

3.6 The Complaints Resolution Panel, appointed by the Deputy Chief Executive (*for SAS or International Programmes, as appropriate*), will consist of a Chair, a member of staff from within the University of London International Programmes or SAS (where relevant) and a student member.

3.7 The Chair of the Complaints Resolution Panel will be independent of the University of London International Programmes and SAS.

3.8 No member of the Panel will have a personal or other significant interest in the case to be considered, e.g. the student's personal tutor, in order to maintain objectivity.

3.9 The Panel will be presented with all documents relating to the case including any statement from you in order to make a decision.

3.10 You will not be requested nor have any right to appear before the Panel.

3.11 We do not permit lobbying of the Panel by you or a representative.

3.12 The Complaints Resolution Panel will meet within twenty working days (excluding University vacation periods) of receipt of the case at Stage Three if it is determined to have met the criteria outlined in 3.1.

3.13 You will be informed in writing of the outcome within ten working days of the meeting of the Complaints Resolution Panel.

If the panel will take longer than the agreed timescales, we will tell you. We will notify you of revised time limits and keep you updated on progress.

3.14 If your case has not been upheld, a Completion of Procedures letter will automatically be issued from the Office of the Vice-Chancellor. This letter indicates the completion of the University's internal processes. Please note, if your case is upheld, you can request a Completion of Procedures letter from the Office of the Vice-Chancellor (Vice-Chancellor@london.ac.uk)

4. The Office of the Independent Adjudicator

4.1 On completion of all stages of the Procedure, the issue may be referred in writing to the Office of the Independent Adjudicator (OIA).

4.2 Please note that the OIA require a Completion of Procedures letter, issued from the office of the Vice-Chancellor (refer to point 3.14).

4.3 For details of the OIA please see the website:

<http://www.oiahe.org.uk/>

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