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COLLEGE

Student Complaints Policy & Procedure 2025-2027

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Student Complaints Policy and Procedure

This policy document is about **Non-Academic** complaints; for academic complaints please see the document entitled “Academic appeal policy and procedure” which can be found on the College Website. Mont Rose College seeks to maintain high standards in the quality of education as well as other services. This policy sets out the steps to be followed in case a student considers that there has been a failure on the part of the College to maintain those standards.

We are a member of OIA’s Scheme and if the students are not happy with the outcome at our level, they can take the issues to OIA after our Internal Procedure is complete and a Completion of Procedure letter is issued.

Terminology

QAA- Quality Assurance Agency for Higher Education.

OIA- Office of the Independent Adjudicator for Higher Education.

CoP – Completion of Procedure letter issued by a provider under OIA scheme.

Complaint -A complaint is an expression of dissatisfaction by the student/s about the College’s action or lack of action, about the quality of service provided. The **OIA** has defined a student complaint as an expression of dissatisfaction by one or more students about something a provider has done or not done, or about the standard of service provided by or on behalf of the provider (OIA GFP 7).

Appeal - An Appeal is a request for a review of a decision about the outcome / decision of an earlier complaint. An appeal could be about the procedure or about the evidence but not on the basis of disagreement with academic judgement. (QAA Guiding principle 2).

A.) Guiding principles (Adapted from UK Quality code of Higher Education, Concerns complaints and Appeals **2018, QAA:** https://www.qaa.ac.uk/docs/qaa/quality-code/qc-a-g-concerns-complaint-appeals.pdf?sfvrsn=7929c181_5)

The guiding principles given are a concise expression of the fundamental practices of the higher education sector.

1 Concerns, complaints and appeals are used to improve the student experience.

Providers improve the student experience systematically by learning from their processes, and other bodies’ decisions and guidance, sharing this learning where appropriate.

2 Concerns, complaints and appeals procedures are accessible and inclusive.

Procedures are clear, accessible, inclusive, flexible and reviewed regularly.

3 Information is clear and transparent.

Providers explain key terms clearly, describe processes and time limits accurately, covering all types of course and partnership arrangements.

4. People raising concerns or making complaints or appeals are treated with dignity and respect, and their well-being is properly considered.

Students raising issues and staff who are subject to complaints are treated fairly, with dignity and respect, and are supported appropriately.

5. Concerns, complaints and appeals processes are proportionate and allow for cases to be resolved as early as possible.

Providers consider cases thoroughly but proportionately. The required evidence in support of a case, and the decision, is proportionate.

6 Concerns, complaints and appeals procedures are fair and impartial.

Procedures follow principles of procedural fairness and are applied consistently. Decision-makers are properly trained and resourced and have no conflict of interest in the matter. Providers give clear, detailed reasons for their decisions.

7 Confidentiality and anonymity are appropriately assured.

Information is released only to those who need it to investigate or respond to the case.

8 Concerns, complaints and appeals are resolved in as timely a way as possible.

Providers operate reasonable timeframes and allow identification of concerns, complaints and appeals that require swift action. Staff are encouraged to deal with matters informally where appropriate. Students are informed if any delays occur.

B.) OIA GPF (Office for Independent Adjudicator Good Practice Framework for Handling complaints and academic appeals)

Applicability

This policy is applicable to:

All learners- The term 'learner' includes current students, recent former students & graduates who have completed the qualifications within last 3 months. Such students should bring their grievances to the notice of MRC within 20 working days from the date the issue occurred or the issue came to their attention. We will be considerate where the delays in such reporting was outside the control of the complainant.

All College Staff- the College Management, College Welfare Officer, teaching staff, learning support staff and any other staff including admin staff that has a direct or indirect involvement in facilitating a good learning experience for the learners. (QAA Advice and Guidance- Terminology)

Senior Management- It is equally applicable to the senior management to ensure

systemic identification of issues and the implementation of remedies. (QAA Guiding principle 1)

Where a student raises a number of issues which do not fall within the scope of just one procedure, the student will be guided about which specific issues fall under which procedure. The issues will either be handled separately or together depending on the nature and merits of the case.

This policy is not Applicable for:

- MRC Students studying BNU courses. BNU policies will apply to them.
- All academic issues like progression, assessment and awards. These are covered under our Academic Complaints policy.
- Academic Judgement cannot be challenged.
- A student who is an employee -The HR department will deal with a complaint relating to an employment matter by a student who is also an employee.
- Not our students- Complaints received from those who are not our students or who are in the process of applying for our courses are also outside the scope of this policy.
- Students' Union reps- This policy is also not applicable to the complaints against the role of the representatives of the student union.
- Bullying and Harassment -The College has a separate policy regarding Bullying and Harassment (OIA GPF 9).

Related Policies

Equality and Diversity Policy - Prevent Policy - Data Protection Policy - Health and Safety Policy - Welfare Policy – Bullying & Harassment Policy - Student Engagement – Staff Development- Academic Appeal Policy, Freedom of speech policy.

1. Purpose and scope of the procedure

1.1 This document describes the process for the management of complaints and appeals for students on all HND courses at Mont Rose College of Management and Sciences (the College). As stated above, the IMBA, Top-up and Foundation courses are governed by Bucks New University' policy and procedure in this regard.

1.2 In all cases, the College will abide by the QAA UK Quality Code (2018) – Advice and Guidance on Concerns, Complaints and Appeals as well as the OIA's good practice framework. The purpose of the complaints' procedure is to ensure that, as far as possible, complaints are dealt with and resolved informally, through discussion between the aggrieved student and staff. Complaints and concerns could be raised by a student or students in writing or orally. (There is a separate procedure for student academic appeals.) Before using the complaints procedure, it is expected that a student will try to resolve the complaint informally with the full support from the College staff. The formal stage of the procedure should only be used when the informal stage has failed to resolve the issue or is not making progress at reasonable speed.

1.3 This procedure will be reviewed **every two year** or earlier in line with developments in best practice/guiding principle/good practice framework/ legal developments etc. to keep it current, fit for purpose and also to keep it aligned with the needs of the learners. Such reviews will consider the students' needs as well as learning from previous cases. The College will share the outcomes of such reviews with the student union but will not disclose the details of individual cases keeping in mind the GDPR 2018. (QAA Guiding principle 7)

1.4 The College will keep effective records including the sufficiently detailed reasons for decisions on any complaints. These decisions (with reasons) are shared with those who made complaint/s with any evidence considered.

2. Principles:

2.1 The procedure is based on the following principles:

- This procedure will be made available to all the learners by making it available on the College website. The procedure will be clear, accessible, inclusive and flexible. (QAA Guiding Principle 2)
- The College will seek to ensure that the entire procedure of handling the complaints is transparent, prompt and fair to all the parties concerned. (QAA Guiding Principle 3)
- Anonymous complaints will not be investigated unless there are compelling reason to do the same, from the College point of view. (OIA GPF 19)
- Complaints made on behalf of a student by any 3rd party will not be investigated without the express written consent of the student, to maintain the provision of GDPR, 2018/its further revisions.
- The College will pay due regard to the interests of those against whom the complaint/s are made. If a complaint is judged frivolous, vexatious or malicious, the Complainant will be liable to penalties and the College may terminate the consideration of the complaint. Such complaints are defined in paragraph 2.2.3.
- No student bringing a complaint will be treated less favourably, than, if they had not brought the complaint, whatsoever be the outcome of the complaint. They will be treated fairly, with dignity and respect, and will be supported appropriately. (QAA Guiding Principle 4, OIA GPF 29)
- The complaints must be pursued in a timely manner. (QAA Guiding Principle 8).
- The College may refuse to investigate any complaint if the informal stage has not been initiated within 20 working days of the incident that is the subject matter of the complaint.
- All complaints will be considered on their merits and in accordance with the College's ethos, values and the relevant policies.

2.2 The learners can complain about any deficiency in their learning experience

because of lack of action / facilities provided by the College. The following are a few examples:

- ♦ The provider not meeting obligations including those outlined in course/student handbooks or a student charter.
- ♦ Misleading or incorrect information in prospectuses or promotional material and other information provided by the provider.
- ♦ concerns about the delivery of a programme, teaching or administration including, where applicable, delivery by a partner provider.
- ♦ Poor quality of learning resources or facilities.
- ♦ Poor quality of services
- ♦ Events causing significant disruption to the normal delivery of a course, service or other aspect of the student experience, such as industrial action or a public health emergency.
- ♦ bullying or harassment by another student or a staff member (if the provider does not have a separate procedure for students to raise these kinds of concerns).
- ♦ concerns about policies or procedures relating to financial support, immigration processes or welfare support.
- ♦ concerns about a service delivered by other organisations or contractors on behalf of the provider that the student feels has affected their learning experience (OIA GPF 8).

At the informal stage, a complaint can be made orally or in writing. Written complaints are to be emailed to complaints@mrcollege.ac.uk. If it is not possible to resolve it informally, it must be made in writing by using the Students Complaints Form given at the end of this policy as Annexure 1.

In the complaints, the students must state clearly the outcome they expect from the resolution of the complaint.

- If the issue is not resolved at informal stage, the student has the right to take it to the formal stage. For details of the process, please refer to the process detailed in **Sr. 4.2**

Formal resolution.

- From the formal stage onward, a learner has the right to be accompanied by a family member/colleague/union representative or a friend at every stage of the formal procedure. (QAA Guiding Principle 2). They also have the right to be supported or advised by 3rd parties (OIA GPF 24). The student must inform the name/details of such person to the College as soon as possible. Generally, a legal representative is not allowed to attend but in complex cases, a student can submit a request to that effect (OIA, GPF 26). The person accompanying may advise the student but is not allowed to speak on their behalf. The students may declare in writing, their wish, to be represented by a 3rd party. In such circumstances, the College will liaise with the 3rd party throughout the investigation.
- If there is an issue which is faced by a group of learners, they have the right to make a joint complaint as a group as long as they name someone in the group as representative and allow him/her in writing to represent them. (QAA Guiding Principle

2)

- The College will attend to only those complaints which are within its power to redress. For such complaints which are not in the power of the College to redress, the learners will be guided accordingly.

2.3 In all cases, reference to informal resolution procedure is recommended first, before proceeding to the formal procedure. Questions to consider in attempting early resolution of concerns might include:

- What specifically is the concern about and which area(s) of the provider is/are involved?
- What outcome is the student hoping for and can it be achieved?
- Is the concern straightforward and likely to be resolved with little or no investigation?
- Can it be resolved on the spot by providing, where appropriate, an explanation, an alternative solution or an apology?
- Can someone else assist in seeking resolution, for example where an informal administrative resolution is required?
- Would it be helpful to use confidential mediation or conciliation, and are the student and the provider willing to do so?
- What assistance or support can be provided to the student in taking this forward?
 - All proceedings, whether informal or formal, should, as far as practical, remain confidential.
 - The College shall review and analyse any cases of formal complaints annually to take guidance from the same for future. The outcomes of such reviews shall be shared with the Student union / Class Representatives without divulging the details of individual cases including details of the learners. A year-on-year comparison shall also be made to observe the trends and to take any action required for future improvement. (Guiding Principle 1).
 - A formal written record of any hearing will be made available to the concerned complainant to keep the communication clear and understandable. (Guiding principle 3). The hearing will be recorded in writing and a copy will be given to the student. Notes need to be taken for every meeting, setting out attendance, a brief outline of the proceedings, and the reasons for the decisions taken.
 - Where it is clear that the informal resolution is not appropriate or possible, and that a complaint will need to proceed immediately to the formal stage, the learner will be directed promptly to the relevant procedure. He or she will be advised to complete the appropriate form to provide full details of the complaint and to provide any relevant documentation [Form can be seen in the Appendix to this document]. The student will be informed of any time limits for submission and where and how to access advice and support, for example the students' union or student representative(s), the Student Welfare Officer, any relevant professional association or the relevant trade union.
 - The timescales set out may be extended with the agreement of the complainant. When the College asks for information, it will set a deadline for the response. The deadline will normally be 14 days but that will be flexible subject to the quantum of

information asked for.

2.4 On occasions, there may be cases / exceptional circumstances that require the College to take particularly swift action. These may include, but are not limited to:

- Complaints involving a threat of serious harm
- Cases where the impact of the issues raised has detrimental consequences for the student's mental health or where the student displays significant distress
- Complaints relating to disability support
- Issues of serious and repeated service failure and/or significant delay
- Issues of a highly sensitive nature.
- An individual displaying significant distress.

In all such cases, the College senior management as well as the College Welfare Officer will take action to protect the interest as well as the health and well-being of the concerned learner/s. Such action could include but not limited to, arranging immediate support, allowing extra time for submission of assignments, providing pastoral support, involving emergency services etc. If it **involves any hearing**, the same should be arranged as quickly as possible with the agreement of all parties concerned (QAA Guiding Principle 5).

- Where two or more learners have lodged complaints relating to the same or substantially the same issue, such complaints may be dealt with together in the interests of fair and consistent decision-making.
- The College shall ensure to impart proper training to those staff who are involved in handling the complaints. It will include, but not limited to, nominating the team leaders to the OIA workshops / annual conferences (QAA Guiding Principle 1).
- The Student Welfare Officer should be well trained in equality and diversity to support the students effectively (QAA Guiding Principle 2).
- Current case studies from OIA will be shared with the concerned staff to keep their knowledge current (QAA Guiding Principle 1).

3 Complaints the College can and cannot accept/review

3.1 The College can look at “qualifying complaints”, a term which is defined in the Higher Education Act 2004 (Section 12). The complaint must be about an “act or omission of a qualifying institution”, that is, something the higher education provider has done or failed to do.

3.2 The College cannot accept/review a complaint concerning a student who has died unless the Complaint Form was received before their death. The Higher Education Act 2004 (section 12) says that a complaint must be “made by a person as a student or former student”. That means that the student themselves must make the complaint to us. This is because the College needs to be sure that the student intended to pursue their complaint. If a student's personal representatives ask the College, it can continue with a review of a student's complaint after they have died, but only if the College received the

student's Complaint Form during their lifetime.

3.3 The College may decide not to accept/review a complaint if it believes that it has no serious purpose, or is malicious, vicious, or is intended to cause disruption or annoyance, or if the student is seeking an unrealistic remedy.

The following are examples of the type of complaint, which we may decide not to accept/review under this Rule:

- The same complaint was considered previously, and it has been decided not to reopen the review.
- The complaint is about something which a fair-minded person would consider to be trivial.
- The student is pursuing the complaint in a way that is having a negative effect on our staff or our work.
- The complaint is designed to cause disruption or annoyance.
- The student is asking for a remedy which lacks any serious purpose or value.
- The complaint raised is frivolous or vexatious or unreasonable in nature, such cases will be referred for disciplinary action.

4 STUDENT COMPLAINT PROCEDURE

The complaints process is divided into **three stages**, informal, formal and right of appeal. Complaints submissions should be as clear and concise as possible, concentrating on the grounds for the complaint and linked evidence.

It is the right of a student to withdraw from this process at any time.

However, no student will be put at any disadvantage or harassment of any kind just on the grounds of bringing an appeal (QAA Guiding Principle 4).

4.1. STEP 1 -Informal /Local Resolution

- This stage is aimed to resolve straightforward cases swiftly at the departmental level. The College expects to resolve majority of the complaints at this stage.
- The matter should be taken up by the student with the concerned teacher/staff member, the Manager of the concerned departments or the Programme Manager who will make an effort to resolve it to the satisfaction of the student.
- Such concerns should be resolved in a friendly and informal manner by face to face discussions, zoom meetings, emails, etc. The student is not expected to be accompanied by anyone at this stage.
- The informal stage is expected to be completed within one calendar month if the complaint is raised during the term. If it is raised outside the term,
- The College will make an attempt to handle such matters promptly and will keep the student informed of the progress.
- In case the issues are more serious and cannot be addressed at this stage, the student should be directed to the formal stage guiding about the timescale and the form to be filled.
- The student has the right to take a complaint directly to formal stage.
- If need be, student should be assisted in filling in the form.

4.2. STEP 2-Formal Resolution

If the complaint has not been resolved at the informal stage and the student wishes to proceed to the formal stage, the student may do so (using the Students Complaint Form in Appendix 1) and the complaint will be heard by a hearing panel or in a relevant committee meeting (e.g. Academic and Quality Assurance Board).

Formal Resolution Process

- The student must set out in writing the nature of their complaint and the reasons why they are dissatisfied with the outcome of the informal stage. The student should explain how they think it should be settled. This must be submitted to the respective Programme Managers immediately after the informal stage is exhausted. Complaints raised against the Programme Managers should be submitted to the Principal. Those against the Principal should be addressed to the Governing Body. In all cases a copy of the complaint should be sent to the Chief Executive Officer, Mr. Bilal Shaikh. (QAA Guiding Principle 3)
- It is essential to be clear about exactly what is being investigated to ensure that both the staff member and student understand the purpose and scope of the investigation. The staff member should consider meeting with the student to facilitate this. If the student's expectations appear to go beyond what the provider can reasonably deliver or what is in its power to deliver, the staff member should explain this to the student as soon as possible in writing in order to manage expectations about possible outcomes. (QAA Guiding Principle 3)
- Should the complaint relate to a process or decision; the Principal will appoint another person as investigating officer who will be asked to provide a full written report together with any relevant documents. The investigation should be conducted as quickly as possible (Guiding Principle 8) while allowing for all relevant information and evidence to be gathered. A timescale for this will be agreed between the student and the Principal but will be kept limited to maximum 30 days from the date of complaint.
- Should the complaint be against a named individual or individuals; the Principal will give them a copy of the complaint at the earliest opportunity. The individual will present their response at the hearing and it would not normally be necessary to conduct an investigation. Complaints about named individuals will not be dealt with in routine committee meetings of the college.
- The Programme Manager either will appoint himself/herself as Case Officer (only if s/he is not connected to the case) or will appoint a Case Officer who will decide the most appropriate way of dealing with the complaint. Meeting will be arranged with the complainant to get a deeper understanding of the matter. If the complaint is about a specific member of faculty/staff, s/he can also be invited to such meetings to clear any misunderstandings. The Programme Manager/Case Officer will make an attempt to redress the grievance at this stage, in case no further investigations are needed. As these are formal

meetings, the student has the liberty to be accompanied by one person who can be family/friend/ union representative but not a legal representative. The minutes of all such meetings shall be taken by the Case Officer and shall be shared with the student once the meeting is over. If the Case Officer is able to resolve the issue at such meetings, the resolution will be put in writing and will be shared with the student maybe over the email. The student will have one calendar month from the date such resolution is received to change her/his mind. In such cases, the matter will progress to the Review Stage.

- The Case Officer may need to conduct further investigations before arriving at the resolution. If it is revealed during such investigations that the complaint is without any substance, the Case Officer will dismiss the case and will inform the complainant accordingly.
- If complaint has substance and is upheld in whole or in part, the student will be informed of the remedy and timescale. The student will also be informed if the remedy also includes an apology from the College.
- If the student is not satisfied with the remedy, they will be informed of their right to request a review and the time limit to do so.
- If the student does not take the complaint to the review stage within the time limit for doing so, the College will close the matter and will notify the student in writing. It will issue a "Completion of Procedures letter" at this stage if the student asks the College to do so, but the letter should explain that the student has not completed the provider's internal processes.
- The Formal stage will normally be completed within one month. However, if the time limit needs to be extended because of the complexity of the case, the Case Officer will take permission for the same from the Principal and will inform the student.

4.3. STEP 3-Review

Right of appeal

Should the complainant wish to appeal against the decision at the Formal stage, they must do so, in writing, to the Principal within one month of being informed of the decision. The form titled Students Complaint Form – Formal Appeal (Appendix 2) should be completed for this purpose.

A request for an appeal must specify the grounds of the appeal, preferably under one or more of the following headings:

- Procedure irregularity at the formal stage in the conduct of the complaint procedure;
- The reasons for the rejection of the complaint have not been communicated clearly;
- New evidence which was not available earlier;
- The new evidence shows that earlier outcome (which was reached in absence of this evidence) was unreasonable;
- The decision reached was of such nature that it was one which no reasonable

person could have reached on the available evidence.

- The review stage will not normally consider issues afresh or involve further investigations. A complaint must have been considered at the Formal Stage in all its dimensions before it can be escalated to the Review stage

Review Stage.

- Introductions.
- Purpose of the review meeting.
- Reference to information provided by the complainant and the concerned department.
- Reference to the synopsis summarizing the main points of the case provided by the complainant and the concerned department.
- Brief presentations by the complainant and the concerned department of not more than 15 minutes.
- Questions and counter questions by the complainant and the concerned department
- Summing up of cases by the complainant and the concerned department. Such panel meetings will go ahead even if the student is absent provided a proper notice of the meeting was given.
- The Panel will deliberate in private to reach a decision. If it finds that the appeal is unfounded or if the same has been handled well at the Formal stage, it will reject the appeal. If the appeal is upheld, it will make the recommendations which it deems fit. The brief conclusion and verdict shall be communicated to the student and to the concerned department within 2 working days from the meeting. A short report will also be written by the review officer which will provide a brief summary of the case, evidences presented, decision reached by the panel with any recommendations and will be forwarded to the Principal for the purpose of any policy decisions in the future. This report shall also be forwarded to the student.
- The concerned department shall ensure that the recommended decision is implemented.
- The Review Stage should normally be completed within 21 working of receiving the review request days but in rare cases where Review Panel needs to be formed or because of other complications, it may take longer. The student should be kept aware of the delays, if any. Consideration will be given for the holiday period.
- The Student will be issued a Completion of Procedure Letter within 28 days of the completion of review stage. If the student remains dissatisfied, they will be directed to pursue the matter through the procedures of the Office of the Independent Adjudicator.

The complaint should be received by the Office of the Independent adjudicator (OIA) (www.oiahe.org.uk) within twelve months of the date of the “Completion of Procedures Letter” (OIA GPF 2/78. OIA’s postal address is as under:

**OIA
Second Floor Abbey Gate
55-75 Kings Road
Reading
RG1 3AB**

5. Record Keeping

The College will make sure to keep the record properly in case of student complaints.

The following is the list of important documents in chronological order (the same is not exhaustive as the documents differ on case to case basis):

- Student's original complaint, duly dated with any evidence to support the complaint;
- The date the complaint is received – informal stage
- The outcome sought / expected
- Management's version at informal stage
- Outcome of informal stage with date
- Date appeal received at formal stage, if any
- Grounds of appeal – formal stage
- Response to grounds of appeal- formal stage
- Case statement, which should include, as appropriate
- An introduction explaining the reasons for appealing
- Summary of case
- Record of hearings, if any.
- Outcome of appeal, with date
- Date "Completion of Procedures letter" issued, if any
- Date review requested, if any
- Outcome of Review
- Date of "Completion of Procedures letter" after Review
- Outcome at OIA level.

If documents are prepared and presented in this way it should be possible for the secondary appeal hearing only to hear any specific comments or particular aspects of the case, rather than a repetition of the original hearing.

The policy is reviewed and approved by Academic/Quality Assurance Board annually every 2 years/ earlier for enhancement purpose. (OIA GPF 171)

The Concerned Departmental Heads will prepare a report annually to the Academic Director on the about the number and nature of the complaints which have been

considered under the formal procedures and the numbers which have been upheld. The report will also include anonymized information on the gender and ethnicity of complainants and the number of complaints which have been upheld or dismissed in each group.

Bibliography

- (1) OIA Scheme Rules, Guidance notes - April 2018
<http://www.oiahe.org.uk/media/122161/guidance-note-rules-april-2018.pdf>
- (2) OIA good practice framework: handling student complaints and academic appeals. <https://www.oiahe.org.uk/media/96361/oia-good-practice-framework.pdf>
- (3) UK Quality Code for higher education Advice and Guidance, Concerns, Complaints and Appeals https://www.qaa.ac.uk/docs/qaa/quality-code/qc-a-g-concerns-complaint-appeals.pdf?sfvrsn=7929c181_5

Appendix: 1

For MRC Use Only	
Date Received	
Processed By	
Review Outcome	

Request for Formal Investigation**Guidance**

If you are a student of Mont Rose College and you wish to make a Formal complaint to the College, please make sure that you have attempted to resolve the issue informally with the concerned staff member/teacher or Programme Manager and you were either dissatisfied with the outcome or were guided to go directly to the Formal Stage because of the complexities of case.

Once you have been referred to the Formal Stage, you will have 21 days to submit your complaint (by filling in the form given below) as a formal complaint to the College.

You should submit it to the Programme Manager of your respective Programme. Independent help and advice about completing this form can be obtained from the MRC Students' Union.

Student Complaint Form – Formal Complaint Form- to be submitted to your Programme Manager

Independent help and advice about completing this form can be obtained from the MRC Students' Union.

Complete in block capitals or type.

Name:	Student ID:
Email id:	Contact Telephone number:
Programme studied:	Level:
Year of Study:	
Address for correspondence in connection with the complaint:	
Postcode:	
The date of decision/refer under the informal stage:	

Outline of complaint, including dates of actions (please use additional sheets if necessary)

Details of evidences enclosed:

Details of witnesses (if any)

Please explain here what steps you have taken, together with dates, to resolve your complaint informally:

Please explain why you are dissatisfied with the response you have received at informal stage:

Please indicate, without prejudice, what outcome or further action you are expecting

Declaration

I declare that the information given in this form is true, and that I would be willing to answer further questions if necessary. I also authorize the College to share the details of my case including my details and that of the witnesses, if any, with any staff in the College or the concerned outside authorities.

Signed:

Date:

Following section of form to be completed by relevant staff or by Programme Manager:

Date form received:

Date form acknowledged:

Details (and date) of person appointed to investigate:					
Date investigation was completed:					
College decision on complaint					
Upheld		Partially Upheld		Not Upheld	
Please include further details if relevant:					
Date of letter to complainant advising outcome: (NB if complaint is not upheld, letter should inform complainant of further stage of Complaints Procedure and grounds for taking the matter further)					

Once the complainant has been advised of the outcome of the investigation, a copy of this section of the form and a copy of the letter advising the complainant of the outcome of the complaint should be sent to the Academic/Quality Assurance Board.

Appendix: 2

For MRC Use Only	
Date Received	
Processed By	
Review Outcome	

Student complaint form – formal appeal on a decision taken

This form is to be completed for all complaints to be dealt with under Appeal stage of the Student Complaints Procedure and should be sent to the Principal (email: b.sheikh@mrcollege.ac.uk) within one month of the decision at the Formal stage.

Please note that the students will request the review only on the following grounds:

- Procedural irregularity
- Clear reasons of the rejection of the complaint at the Formal stage
- Availability of new evidence which was not available earlier and which will have substantial impact on the outcome of the case
- The decision reached was of such nature that no reasonable person could have reached such decision in the given circumstances.

The Principal will take a decision within 5 days about the rejection/acceptance of

review request. In case the review is rejected, a CoP will be issued. In case the review is accepted, the Principal will forward the case to the Academic Director who will be in touch with you.

Independent help and advice about completing this form can be obtained from the MRC Students' Union.

The Student Complaints Procedure is available at the College website.

Appendix: 3

Formal appeal form to be completed by the Student:

Name	Student ID
Programme of studies:	Level:
Year of Study:	
Address for correspondence in connection with the complaint:	
Postcode...	
Email:	
Telephone Number:	

Please complete one or more grounds of the review in the space below:

Ground A

Please explain why you believe that there was a 'procedural irregularity' in how your complaint has been considered at a previous stage of the process and how you believe this has affected the outcome.

Ground B

Please list the evidence you intend to use, explain why this was not available at an earlier stage of the complaints procedure and its relevance to your complaint (attach any relevant information/documentary evidence).

Ground C

Please explain why you believe the outcome reached at an earlier stage was 'manifestly unreasonable' and the evidence you wish to use to support this (attach any relevant information).

Ground D

Please explain why you think that the decision is not reasonable

Please indicate, without prejudice, what outcome or further action you are expecting:

Details of new evidence:

Declaration

I declare that the information given in this form is true, and that I would be willing to answer further questions relating to it if necessary. I also authorize the College to share the details of my case including my details and that of the witnesses, if any, with any staff in the College or the concerned outside authorities.

Signed:

Date:

.....