



UNIVERSITY  
OF SUSSEX

INTERNATIONAL STUDY CENTRE

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## Student Appeals and Complaints Policies 2021-22

### Contents

.....	1
Student Appeals and Complaints Policies 2021-22.....	1
<b>Student Appeals Policy</b> .....	2
1. Introduction.....	2
2. Who Can Appeal? .....	2
3. Grounds for Appeal (refer to 6.6 re composition of panels).....	3
4. Implications for Progression .....	4
<b>Stage 1: Appeals to ISC/IC Appeals Committee</b> .....	4
5. Timing and format of appeals.....	4
6. Procedure for the consideration of appeals.....	4
7. Record Keeping .....	6
<b>Stage 2: Independent Appeal Review</b> .....	6
8. Grounds for review.....	6
9. Timing and format of Independent Appeal Review .....	7
10. Procedure for Independent Appeal Review .....	7
11. Record Keeping .....	8
<b>12 External Student Appeals – University of Sussex</b> .....	8
<b>13 Office of the Independent Adjudicator</b> .....	8
14. Frivolous or Vexatious Appeals .....	9
15. Record Keeping .....	10
<b>Student Complaints Policy</b> .....	17
1. Introduction .....	17
2. Complaints can be Informal or Formal.....	17
<b>3 Stage 1: Informal Complaint</b> .....	18
<b>4. Stage 2: Formal Complaint</b> .....	18
5. Record Keeping .....	20

<b>6</b>	<b>Stage 3: Independent Cluster/Network Director Review</b> .....	20
7	Record Keeping .....	21
<b>8</b>	<b>External Student Complaints – University of Sussex</b> .....	22
<b>9</b>	<b>Office of the Independent Adjudicator</b> .....	22
10	Frivolous or Vexatious Complaints .....	23
11	Record Keeping .....	23

## Student Appeals Policy

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The Centre's policies and procedures have been developed with reference to the [QAA Quality Code Advice and Guidance on Concerns, Complaints and Appeals](#).

Procedures also align to the regulatory framework of The Office for Students (OfS) and the *Student Complaints Scheme* from the Office of the Independent Adjudicator (OIA).

### 1. Introduction

- 1.1 An Academic Appeal is made where a student feels that an academic process has not been followed or where there is a grievance on academic grounds. Appeals against academic judgement will not be heard.
- 1.2 Appeals can also be made against decisions made by Academic Misconduct Panels and Exceptional Circumstances outcomes.
- 1.2 Complaints, as opposed to appeals, are expressions of dissatisfaction about the provider's (Study Group's) actions or lack of action, or about the standard of service provided by or on behalf of the provider.
- 1.3 Students should refer to the [Student Complaints Policy](#) for further details.
- 1.4 Students should refer to the '[Student Disciplinary Policy](#)' if they wish to appeal the outcome of a disciplinary case.
- 1.5 If a student is unclear which procedure to follow, they should seek guidance from their Personal Tutor or Subject Leader.

### 2. Who Can Appeal?

- 2.1 All students have the right to appeal, however it is not possible to appeal against matters of academic judgement.
- 2.2 A student may not appeal before formal notification of the results is given (in the case of an academic appeal) or before outcomes are formally confirmed (in the case of an academic misconduct or exceptional circumstances appeal).
- 2.3 If a student intends to appeal against a progression decision, he or she will not normally be allowed to progress before the appeal is heard.

- 2.4 Students should initiate the appeal on their own behalf. Exceptionally, where there are special circumstances, an appeal may be made on a student's behalf by a nominated representative, providing written confirmation has been submitted by the student granting the Provider permission to liaise with the third party as their representative in the matter.
- 2.5 Where an appeal affects a number of students, those students may submit a 'group appeal'. In such circumstances, the group must nominate a representative to act on their behalf and through which the Provider will liaise / correspond.

### 3. Grounds for Appeal (refer to 6.6 re composition of panels)

- 3.1 All academic appeals against a decision of an assessment board must be made on at least one of the following grounds and those that are will be considered by an Appeals Committee constituted of impartial members of staff who have had no involvement in any previous judgement in the case (see 6.6 below):
- Procedural irregularities in the assessment process (including alleged administrative error which could have led the assessment board to reach a different conclusion to that which they might have reached had the error not been made);
  - inadequate assessment;
  - prejudice or bias on the part of the examiners;
  - and /or medical, personal or other circumstances which affected a student's performance of which the examiners were unaware at the time of the assessment.
- 3.2 All appeals against the decision of an Academic Misconduct Panel must be made on at least one of the following grounds and those that are will be considered by an Appeals Committee constituted of impartial members of staff who have had no involvement in any previous judgement in the case (see 6.6 below):
- Procedural irregularities in the consideration of the case;
  - prejudice or bias on the part of the staff considering the case;
  - and / or an unreasonable case outcome. (Decision and/or penalty applied).
- 3.3 All appeals against the outcome of an exceptional circumstances claim must be made on at least one of the following grounds and those that are will be considered by an Appeals Committee constituted of impartial members of staff who have had no involvement in any previous judgement in the case (see 6.6 below):
- Procedural irregularities in the consideration of the claim;
  - prejudice or bias on the part of the staff considering the claim;
  - and / or relevant additional material evidence which could not reasonably have been submitted at the time the claim was made.
- 3.4 Appeals against the exercise of academic judgment will not be heard. If a student does not understand why they have received a lower mark than expected, they should contact the person responsible for the class and ask for feedback on their performance.
- 3.5 The guiding principles for the consideration of an appeal are: timely decision making; openness and transparency of decision-making, and proper recording of the reasons for the decision; the impartiality of the decision makers; the possibility of review and the availability of representation, and the opportunity for both sides to have their views taken into account.
- 3.6 Failure to operate to the timescales defined in these procedures does not in itself constitute grounds for an appeal decision to be invalid.

## 4. Implications for Progression

- 4.1 Where an academic appeal is pending, the appellant will normally be allowed to continue to attend classes subject to the agreement of the assessment board (or its nominee) in order not to prejudice their studies if the Appeals Committee upholds the appeal. However, should the Appeals Committee not uphold the appeal, the student may subsequently be asked to leave the classes.
- 4.2 Where an appeal relating to the final modules is pending, the appellant will not normally be permitted to progress.

## Stage 1: Appeals to ISC/IC Appeals Committee

## 5 Timing and format of appeals

- 5.1 All appeals, together with supporting documentary evidence, should normally be lodged in writing with the Centre Director within **10 working days** of the issuance of the Record of Results (in the case of academic appeals) or outcomes are formally confirmed (in the case of an academic misconduct or exceptional circumstances appeal).
- 5.2 Appeals should be addressed in the first instance to the Centre Director and delivered to the ISC Administration Office.
- 5.3 Appeals should be set out on the [Stage 1 Student Appeals Form](#) available from the [Student VLE](#). All supporting documentation must be securely attached. As well as setting out in full the grounds on which the appeal is founded, the appellant should state the outcome(s) sought (e.g. a further attempt at failed examinations).
- 5.4 Where an appeal is based on circumstances that the appellant might reasonably have been expected to have brought to the attention of the ISC before the meeting of the MAB, PAB or Academic Misconduct Panel, such as ongoing medical or personal circumstances, the appellant should explain why these were not brought to the notice of the ISC at an earlier date.
- 5.5 An appeal submitted by the appropriate deadline will be heard within **20 working days** of its receipt by the ISC Administration Office unless there are abnormal circumstances surrounding the case. The appellant will be informed in writing if any delays are anticipated.

## 6 Procedure for the consideration of appeals

- 6.1 The ISC will send out an acknowledgement within **5 working days** of receipt of an appeal during the term and **10 working days** out with terms. Any unavoidable delays in addressing the appeal (e.g. the absence of the individual(s) required to provide a response) will be notified at as early a date as possible.
- 6.2 On receipt of the documentation, the Centre Director, will check a) whether the student has provided sufficient information for the Appeals Committee to make a decision, b) whether the grounds for appeal (as indicated above) have been met and c) whether the appeal has been submitted within the required timeframe (see above). If not, the appellant will a) be asked to submit further information, b) be informed in writing that the appeal will not be heard because there are no grounds, (and will be advised of their right to appeal to the Directorate for Student Success), or c) be informed in writing that the appeal will not be heard because it was submitted outside the permitted timeframe.
- 6.3 The Centre Director is only permitted to determine whether or not the appeal meets the grounds specified above, gather sufficient information from the appellant to proceed or determine that the

appeal has been submitted outside the permitted timeframe. Centre Director is not permitted to make a judgement with respect to the appeal itself. Only the Appeals Committee is permitted to make judgements as to whether an appeal is upheld or not upheld (see below).

- 6.4 If there are grounds for appeal, the ISC will send a copy of the appeal documentation to the relevant tutor or their nominee(s) to comment on the appeal. These individuals may consult colleagues or investigate the appeal as appropriate. In particular, they will wish to consult any colleague named in the appeal.
- 6.5 Where an appeal alleges inadequate assessment, bias or prejudice on the part of staff acting as an examiner, the Centre Director may consult colleagues or investigate the appeal as appropriate. In particular, he or she will wish to consult any colleague named in the appeal.
- 6.6 An Appeals Committee at ISC level will be set up taking care to ensure impartiality in membership with regard to the individual appeals under consideration. Anyone who has previously been involved in a particular case (in whatever capacity) cannot be involved in the decision-making process regarding the outcome of an appeal. The ISC may source panel members from other ISCs in the network if it is necessary to ensure impartiality and the meeting may be held in person or remotely as necessary
- 6.7 The Appeals Committee should take care to consider and respond to all the grounds for appeal presented by the student in the [Stage 1 Appeals form](#) and, if appropriate, explain why certain grounds were not considered on the basis of relevance.
- 6.8 The Appeals Committee can invite the appellant to attend a meeting in order to discuss the appeal. Where the appellant chooses to attend (attendance is not mandatory), the Appeals Committee, may facilitate remote attendance where necessary.
- 6.9 At least 5 working days before the meeting is due the appellant will be notified in writing of the date, time, venue and other arrangements for the meeting, (such as instructions on how to join the meeting remotely, if applicable).
- 6.10 The appellant has the right to be accompanied and/or to be represented at the meeting by a person of their choice (subject to the agreement of that individual). The appellant must notify the Appeals Committee of the name of any individual who will be accompanying them or representing them at the meeting, whether the meeting is to be held in person or remotely. For appeals relating to academic misconduct in particular, the Committee or Panel may need to discuss the student's work directly with the student and where this is the case, any representative accompanying them may not interfere with this process. Please note: the appellant has the right to choose not to attend the meeting of the Appeals Committee to which they have been invited.
- 6.11 As Academic Appeals procedures are internal to the Provider it is not appropriate for a student to be legally represented at a meeting of the Appeals Committee, except in the most exceptional circumstances.
- 6.12 The appellant will be given adequate opportunity to explain the ground(s) of appeal and the meeting will be conducted (either in person or remotely) as follows:
- \* The appellant (or representative) is invited to speak to the salient aspects of the appeal;
  - \* If the appellant wishes to introduce new grounds at the meeting, the Committee will consider whether such new grounds can be admitted;
  - \* The Committee may put questions to the appellant (and/or representative of the appellant).
- 6.13 The appellant will be informed in writing of the decision of the Appeals Committee within **20 working days** of the initial submission to the ISC Administration Office. The appellant (and/or

their representative) will be advised in writing of the outcome of the investigation (with a clear explanation of the reason/s the appeal has been rejected, where applicable) and confirmation of the student's right to escalate the appeal for review to the Directorate for Student Success should they remain dissatisfied. Centres should refer to Study Group's '[Recommended wording for appeals letters](#)' document when writing to the appellant to confirm the outcome of their appeal.

- 6.14 If the appeal is upheld, the appellant should be informed in writing with an explanation of how and when any remedy will be implemented. (The letter should be issued within **20 working days** of receipt of the appeal by the ISC Centre Director).
- 6.15 Should the appellant choose or neglect to escalate the appeal to the Directorate for Student Success (Stage 2) within **10 working days** of the date of the Appeals Committee outcome letter, a COP letter may be issued upon request by the student. The letter will explain that the Provider's internal processes have not been completed. COP letters will not be issued at this stage unless specifically requested by the appellant.

## 7 Record Keeping

- 7.1 The ISC Administration Office should keep a full record of each Stage 1 appeal including the Stage 1 appeal form, details of any discussions with the appellant/relevant members of staff, records from the Appeals Committee, relevant email exchanges and written communication. This information may be required for any future investigation.
- 7.2 Upon completion of Stage 1, the Centre Director (or nominated Professional Services staff member) should upload the full case file to the secure appeals repository on Huddle (including scans of any hard copies). The title of the file should be comprised of the following in the order specified:
- Prefix - an identifier specific to the ISC/IC. For example, 'RHUL'/'LJMU'/'LUIISC'
  - Name – student name (full)
  - Case number – for example, '001'/'002'/'003' and so on. (Case numbers should be specific to the case not the student).
- 7.3 The Directorate for Student Success will, on a regular basis, use the case files uploaded to the secure Huddle repository to maintain a central log of all formal appeals.

## Stage 2: Independent Appeal Review

### 8 Grounds for review

- 8.1 If a student is dissatisfied with the outcome of the Stage 1 appeal, they have the right to escalate the appeal to the Directorate for Student Success for an Independent Appeal Review. All such, appeals must be made on at least one of the following grounds:
- new material evidence which the student was unable, for valid reasons, to provide at earlier stages;
  - bias or prejudice on the part of those who dealt with the appeal at the Appeals Committee;
  - a consideration of whether the outcome was reasonable in all the circumstances;
  - breach by the ISC/IC Appeals Committee of the procedure set out in the Complaints & Appeals Policy.

## 9 Timing and format of Independent Appeal Review

- 9.1 An appeal to the Directorate for Student Success (Stage 2) may be lodged only after written notification has been given of the outcome of a Stage 1 appeal.
- 9.2 All appeals to the Directorate for Student Success, together with any supporting documentary evidence, must be lodged in writing (to [academicregistry@studygroup.com](mailto:academicregistry@studygroup.com)) within a period of **10 working days** from the date on the letter informing the appellant of the outcome of the Stage 1 appeal. Appeals received after this period will not be accepted without the prior agreement of the Directorate for Student Success, and in any event only where good reason is given for such an extension.
- 9.3 Appeals to the Directorate for Student Success should be set out in writing on the Stage 2 Student Appeal Form and should be addressed to the Academic Registrar. As well as setting out in full the grounds on which the appeal is founded, the appellant should also state the outcome(s) sought (e.g. a further attempt at failed examinations).
- 9.4 The appeal to the Directorate for Student Success must be supported by copies of the Stage 1 Student Appeal Form, the response received from the ISC/IC Appeals Committee and all available and appropriate evidence (e.g. medical certificates). Copies of these may, if necessary, be obtained from the ISC/IC Administration Office.
- 9.5 An acknowledgement of receipt will be sent to the appellant within **5 working days**. Any unavoidable delays in addressing the appeal (e.g. the absence of the individual(s) required to provide a response) will be notified at as early a date as possible.

## 10 Procedure for Independent Appeal Review

- 10.1 The Directorate for Student Success will check a) whether the appeal is based on acceptable grounds and b) whether the appeal has been submitted within the required timeframe (see above). If not, the appellant will a) be informed in writing that the complaint will not be heard because there are no grounds, (and will be advised of their right to complain to the Office of the Independent Adjudicator (OIA) or relevant Partner University for validated provision, as appropriate) or b) be informed in writing that the appeal will not be heard because it was submitted outside the permitted timeframe without reasonable cause.
- 10.2 If the Stage 2 appeal has been submitted on acceptable grounds and within the permitted timeframe, the Directorate for Student Success will appoint an independent and senior member of staff from the Study Group network to review the appeal. The senior member of staff will not be directly connected to the ISC/IC in question to ensure impartiality.
- 10.3 The review stage (Stage 2) will not usually consider the issues afresh or involve a further investigation. An appeal must have been considered at the Stage 1 level before it can be escalated to the review stage.
- 10.4 The Independent Reviewer may request additional information/clarification from the ISC/IC Appeals Committee in order to assist in their review and may, at their discretion, convene a small panel (of suitably independent staff) to assist them in their decision.
- 10.5 Key questions the Independent Reviewer may consider:
  - Were the relevant procedures followed during the Stage 1 appeal?
  - Was the outcome reasonable in all the circumstances?
  - Has the student received clear reasons why the appeal was rejected at Stage 1?
  - If new material evidence has been provided, has the student given valid reasons for not supplying this earlier?



- 10.6 If the appeal is not upheld the outcome of the review should be communicated to the student in writing by issuing a Completion of Procedures (COP) letter as soon as possible and within **20 working days** of receipt of the Stage 2 appeal. The letter should include a clear explanation and outline the reasons for the decision in straightforward language. (see the [Office of the Independent Adjudicator's website for COP Letter Guidance](#))
- 10.7 The COP letter should also advise the student about their right to submit a complaint to the Office of the Independent Adjudicator (OIA), the time limit for doing so and where to access advice in this regard, (or for validated provision, the student's right to escalate the appeal to the partner University).
- 10.8 If the Stage 2 appeal has been submitted on the basis of new material evidence and the Independent Reviewer is satisfied that the appellant has given valid reasons for not supplying the evidence earlier, the appeal will be referred back to the ISC/IC Appeals Committee for further consideration, giving them the opportunity to review their initial decision in light of the new evidence. The Independent Reviewer will inform the appellant of the referral in writing within **20 working days** of receipt of the Stage 2 appeal.
- 10.9 If the Independent Reviewer upholds the Stage 2 appeal, (the Independent Reviewer may overturn the Appeals Committee's decision made at Stage 1), the appellant should be informed in writing with an explanation of how and when any remedy will be implemented. (The letter should be issued within **20 working days** of receipt of the Stage 2 appeal).
- 10.10 If the appeal is upheld, a COP letter may be issued if requested by the student but will not be issued otherwise.

## 11 Record Keeping

- 11.1 The Directorate for Student Success should keep a full record of each Stage 2 appeal including the Stage 2 appeal form, details of any discussions with the appellant/relevant members of staff, relevant email exchanges and written communication. This information may be required for any future investigation.
- 11.2 Upon completion of Stage 2, the Independent Reviewer should provide the Directorate for Student Success with the full case file in order for it to be stored securely and all relevant updates to be made to the central log.

## 12 External Student Appeals – University of Sussex

- 12.1 If a student is unsatisfied with the outcome of an academic appeal, that is, an appeal that relates only to academic decisions regarding progression, assessment and awards, but does not include the Sussex ISC Student Disciplinary Procedure appeals, they can appeal directly to the University of Sussex.
- 12.2 The student should write to the University's Secretary of the Academic Board within 21 calendar days of the notification of the outcome (completion of procedures letter) from Stage 2 – Academic Registrar Appeals.

## 13 Office of the Independent Adjudicator

- 13.1 The Office of the Independent Adjudicator for Higher Education (OIA) is an independent body set up to review students' complaints against Universities (and other qualifying Education providers) within England and Wales.
- 13.2 Once a student's appeal has been considered through the above appeals process (both Stages 1



and 2, and any partner University process in the case of validated provision,) or complaints process (see top of document), they have the right to lodge a complaint with the OIA should they remain unsatisfied with the final decision.

- 13.3 The OIA will only consider complaints from students who are (or were, for former students) on a Higher Education course and who have completed the provider's internal complaints or appeals process.
- 13.4 The OIA will only consider student complaints received within 12 months of the completion of the provider's internal complaints or appeals processes.
- 13.5 The OIA will NOT consider complaints about academic judgement, frivolous or vexatious complaints or complaints that have been dealt with before by the OIA. There are other restrictions to the types of complaints the OIA will consider and full details can be found on the OIA's website (see below).
- 13.6 For full details of the OIA's processes and procedures (including their complaint form), please refer to the OIA's website: [www.oiahe.org.uk](http://www.oiahe.org.uk)

## 14 Frivolous or Vexatious Appeals

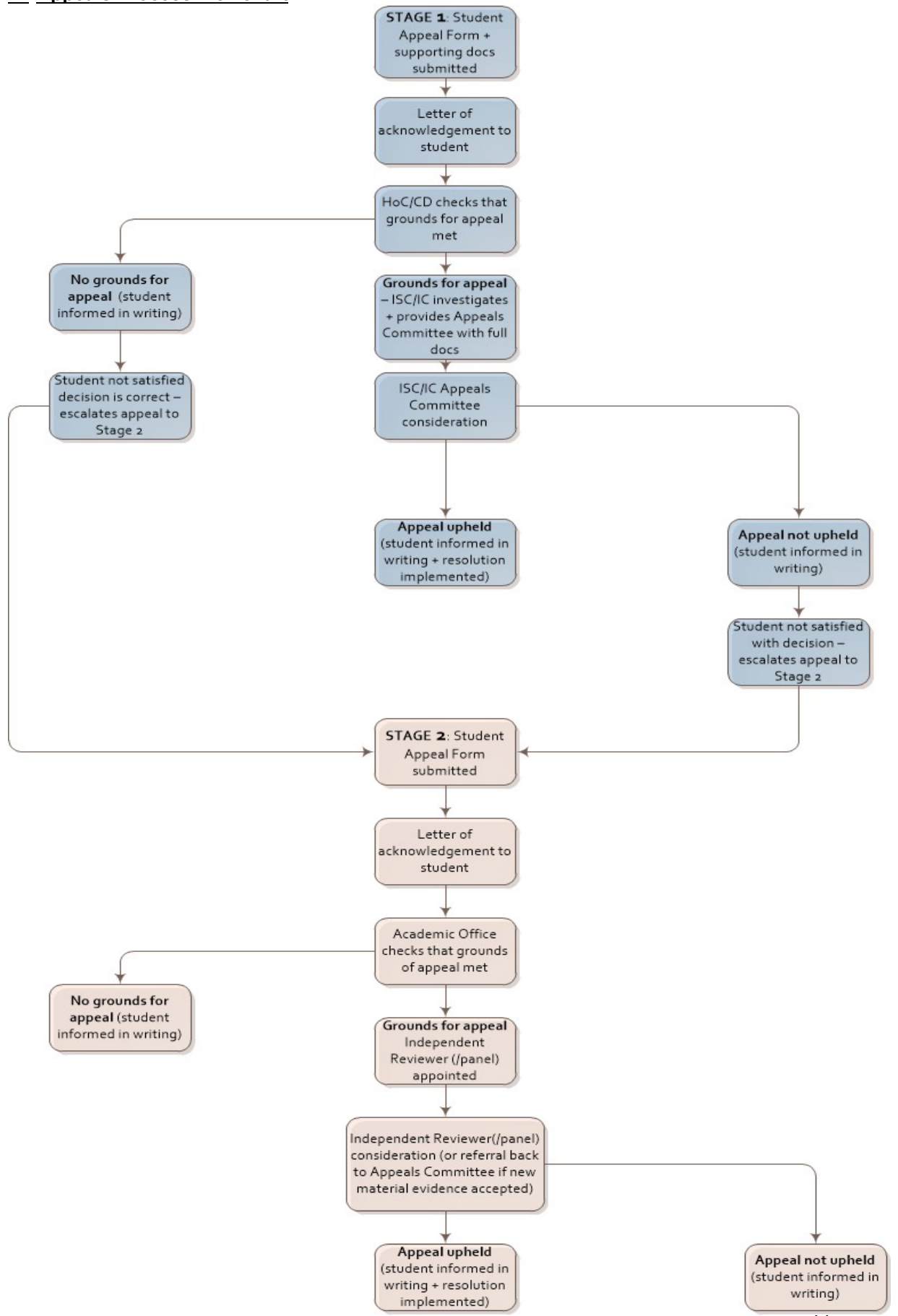
- 14.1 The Provider reserves the right to terminate consideration of an appeal if it is considered to be frivolous or vexatious. Examples of such appeals include:
  - Appeals which are obsessive, harassing or repetitive
  - Insistence on pursuing non-meritorious appeals and/or unrealistic, unreasonable outcomes
  - Insistence on pursuing what may be meritorious appeals in an unreasonable manner
  - Appeals which are designed to cause disruption or annoyance
  - Demands for redress which lack any serious purpose or value
- 14.2 Should the Provider determine (at Stage 1 or Stage 2) that an appeal is frivolous or vexatious, the appeal handler will inform the student in writing (within **20 working days** of receipt of the Stage 1 or Stage 2 appeal) that consideration has been terminated and the reasons for this decision. The student will also be informed of their right to escalate the matter to the Director for Student Success & Registrar (UK & Europe) for further consideration if they remain dissatisfied, and the method by which to do so.
- 14.3 To escalate the matter, the student should re-submit full documentation (all formal appeal forms completed at Stage 1 and/or 2, all supporting evidence and the appeal handler's letter confirming that consideration of the appeal has been terminated) to [academicregistry@studygroup.com](mailto:academicregistry@studygroup.com) for the attention of the Director for Student Success & Registrar (UK & Europe). The student should specify that they are escalating the matter for further consideration.
- 14.4 Any escalations to the Director for Student Success & Registrar (UK & Europe) must be made within **10 working days** of the date of the original appeal outcomes letter and an acknowledgement of receipt will be provided.
- 14.5 The Director for Student Success & Registrar (UK & Europe) will provide the student with written confirmation of their decision within **20 working days** of receipt of the escalation. In the event of any delay, the student will be informed in writing.
- 14.6 If the escalation has not been upheld the outcome should be communicated to the student in writing by issuing a Completion of Procedures (COP) letter as soon as possible and within **20 working days**. The letter should include a clear explanation and outline the reasons for the decision in straightforward language. (see the [Office of the Independent Adjudicator's website for COP Letter Guidance](#)).

- 14.7 The COP letter should also advise the student about their right to submit a complaint to the Office of the Independent Adjudicator, the time limit for doing so and where to access advice in this regard.
- 14.8 If the escalation has been upheld, (the Director for Student Success & Registrar (UK & Europe) may overturn the appeal handler's original decision), the student should be informed in writing (within **20 working days**), with an explanation of how and when any remedy will be implemented.
- 14.9 If the escalation is upheld a COP letter may be issued if requested by the student but will not be issued otherwise.

## 15 Record Keeping

- 15.1 The Directorate for Student Success should keep a full record of each escalation including all relevant submission forms, details of any discussions with the appellant/relevant members of staff, relevant email exchanges and written communication. This information may be required for any future investigation.
- 15.2 Upon completion of the escalation, the Director for Student Success & Registrar (UK & Europe) should provide the Directorate for Student Success with the full case file in order for it to be stored securely and all relevant updates to be made to the central log.

**B: Appeals Process Flowchart**



# STAGE 1 STUDENT APPEALS FORM

You **must** read the [Sussex ISC Student Appeals Policy](#) in full before you complete this form.

This form should be used by students who wish to make an appeal to the Sussex ISC Student Appeals Panel. You are **strongly advised** to consult your Personal Tutor for support in completing it, but you must submit the form yourself from your own academic email address.

Sussex ISC Student Appeals is a procedure which allows you in specific circumstances (outlined below) to ask for a review of a decision in relation to your academic progress or award, or the outcome of an academic misconduct panel, disciplinary hearing or exceptional circumstances claim.

This is not a form for students wishing to:

- Raise a general or staff-related complaint not related to academic performance (see [Sussex ISC Students Complaints Policy](#))
- Apply for exceptional circumstances (see [Sussex ISC Exceptional Circumstances Policy](#))
- Request reasonable adjustments (see [Sussex ISC Reasonable Adjustments Policy](#))

The policies for each of these circumstances can be found in the Student Handbook.

N.B. There is no appeal against the academic judgement of examiners.

## PART 1: STUDENT DETAILS

<b>Name</b>	Click here to enter text.
<b>University Candidate Number</b>	Click here to enter text.
<b>The name of your Personal Tutor</b>	Click here to enter text.
<b>Course</b>	Click here to enter text.
<b>Date</b>	Click here to enter text.
<b>Contact details, including your email address and mobile phone number</b>	Click here to enter text.

I am requesting a review of a decision in relation to my academic progress or award or a penalty/sanction:

- a decision that prevents you from continuing your studies, e.g. that stops your progression to the next semester within the USISC or to the University of Sussex or to terminate your studies (for instance due to lack of payment or poor attendance)
- an Academic Misconduct Panel outcome - the decision and/or penalty applied.
- an outcome of your Exceptional Circumstances claim
- a student Disciplinary hearing outcome - the penalty or sanction applied.

**Grounds for Appeal** (please tick as appropriate. Only tick the grounds you have reason and evidence for. Ticking all grounds will not improve your case)

### ACADEMIC Appeal:

- Procedural irregularities in the assessment process (including alleged administrative error which could have led the Board of Examiners to reach a different conclusion to that which they might have reached had the error not been made)
- Inadequate assessment
- Prejudice or bias on the part of the examiners
- and/or medical, personal or other circumstances which affected a student's performance of which the examiners were unaware at the time of the assessment.

### **ACADEMIC MISCONDUCT Appeal:**

- Procedural irregularities in the consideration of the case;
- Prejudice or bias on the part of the staff considering the case;
- and / or an unreasonable case outcome. (Decision and/or penalty applied).

### **EXCEPTIONAL CIRCUMSTANCES Appeal:**

- Procedural irregularities in the consideration of the claim;
- Prejudice or bias on the part of the staff considering the claim;
- and / or relevant additional material evidence which could not reasonably have been submitted at the time the claim was made.

#### **Please tick who will be representing you below during Stage 1:**

- I will be representing myself (please do to PART 3)
- I confirm that I wish the person named in PART 2 to act on my behalf (please complete PART 2)

## **PART 2: DETAILS OF A REPRESENTATIVE TO ACT ON YOUR BEHALF**

### **Appellant Representative**

The appellant may nominate a representative in their place to manage their appeal at each stage, and that representative will then be communicated with in the appellant's stead. The student will not be permitted to take part in the process if they nominate a representative, and will receive only the outcome of each stage on completion.

If you change your mind about having a representative you will need to notify us in writing.

First Name	Click here to enter text.
Last Name	Click here to enter text.
Email Address	Click here to enter text.
Contact Phone Number	Click here to enter text.

## **PART 3: DETAILS OF THE ACADEMIC APPEAL**

Please list which work has been affected, including module names, if relevant

Click here to enter text.

## **PART 4: YOUR STATEMENT**

Please explain why you have ticked the box/es above and what outcome you are looking for from this appeal. Please provide as much detail as possible. Describe how these circumstances have affected your work. Indicate any help you tried to get (refer to the *Student Appeals Policy* for guidance), and any actions you took to deal with your situation.

Please also send any supporting evidence, detailing who it is from, or to what it relates, along with this form. Any details that you provide will be treated in confidence.

Click here to enter text.

## PART 5: DECLARATION

I have read *Sussex ISC Student Appeals Policy* and I declare that the information on this form is correct.

Student signature (please type if emailing):	Click here to enter text.
Date	Click here to enter text.

**Please ideally email this form using your academic email address to the Centre Director, *Martin Torjussen* – [MTorjussen@studygroup.com](mailto:MTorjussen@studygroup.com)**

Completed forms, together with supporting evidence, should be returned by email to the Centre Director **within 10 working days** of any formal results, AMP outcome or exceptional circumstances or disciplinary hearing outcome correspondence.

If you wish to complete the form by hand, you can submit it in a sealed envelope and hand it to Student Services at Friston Building Reception.

Please ensure you mark any hand-delivered forms: **Confidential – FAO Centre Director, Martin Torjussen**, and write the date you submit it on the envelope.

A Stage 1 Appeal submitted by the appropriate deadline **will be heard within 30 working days of its receipt** by the Sussex ISC Appeals Panel unless there are abnormal circumstances surrounding the case.

Appeals received after the deadline may not be considered except in exceptional circumstances.



## STAGE 2 STUDENT APPEAL FORM

Please read the [Sussex ISC Student Appeals Policy](#) (also within the Student Handbook) in full before completing this form. You are also strongly advised to consult your Personal Tutor prior to submission of this form.

This form should be used by students who wish to appeal the outcome of their Stage 1 appeal. Should you wish to complete the form by hand, it must be written with a black pen on white paper.

Stage 2 appeals will only be considered upon the conclusion of the Stage 1 appeal.

**The following should be submitted to the Academic Registrar at [academicregistry@studygroup.com](mailto:academicregistry@studygroup.com) within 10 working days of the date on your Stage 1 appeal completion letter:**

- **Completed Stage 2 Student Appeal Form (this form)**
- **All supporting evidence submitted previously (at Stage 1) and any new supporting evidence**
- **A copy of the letter you received at the completion of Stage 1**

**Appeals received after the deadline may not be considered except in exceptional circumstances.**

Name: <a href="#">Click here to enter text.</a>	
Correspondence Address: <a href="#">Click here to enter text.</a>	
Email: <a href="#">Click here to enter text.</a>	Phone: <a href="#">Click here to enter text.</a>
Student Number: <a href="#">Click here to enter text.</a>	Date form submitted: <a href="#">Click here to enter text.</a>
Programme: <a href="#">Click here to enter text.</a>	
Decision appealed against: <a href="#">Click here to enter text.</a>	

### Grounds for Appeal

**Please tick as appropriate.** Note: only tick the grounds you have reason and evidence for. Ticking all grounds will not improve your case.

- New material evidence which I was not available, for valid reasons, to provide at earlier stages;
- Bias or prejudice on the part of those who dealt with the appeal at the Appeals Committee;



- A consideration of whether the outcome was reasonable in all the circumstances;
- Breach by the Sussex ISC Appeals Committee of the procedure set out in the [Student Appeals Policy](#).

**Please explain in more detail the reason/s why you feel you have grounds for Stage 2 appeal:** [Click here to enter text.](#)

**Please explain what outcome you are looking for:** [Click here to enter text.](#)

**Declaration:**

I have read the [Sussex ISC Student Appeals Policy](#) and I declare that the information on this form is correct.

Student signature: [Click here to enter text.....](#)

Date: [Click here to enter text.....](#)

# Student Complaints Policy

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The Centre's policies and procedures have been developed with reference to the [QAA Quality Code Advice and Guidance on Concerns, Complaints and Appeals](#).

Procedures also align to the regulatory framework of The Office for Students (OfS) and the *Student Complaints Scheme* from the Office of the Independent Adjudicator (OIA).

## 1 Introduction

- 1.1 The ISC seeks at all times to provide the highest possible level of service. However, there may be occasions when a registered student feels that the level of service has not been good enough. The emphasis of the procedure is on addressing the complaint and arriving at an acceptable outcome as quickly as possible. Complaints will be taken seriously and will be investigated thoroughly. Where necessary, swift and effective action will be taken to resolve the complaint and every effort will be made to prevent a recurrence. Where, however, a complaint is made with mischievous or malicious intent this will be viewed seriously and may result in disciplinary action. The ISC will fulfil its obligations to the individual(s) against whom a complaint is made and investigations will be undertaken impartially.
- 1.2 Students who raise complaints should note that:
  - they will not suffer any disadvantage as a result of making the complaint;
  - everyone who responds to, investigates or adjudicates upon complaints is required to do so impartially and will not be permitted to act in any matter in which they have a material interest or in which any potential conflict of interest may arise;
  - privacy and confidentiality will be respected as far as possible at all stages of the process;
  - complaints will be considered on their own merits and on their particular facts and circumstances so that natural justice may be done.
- 1.3 Students are expected to put their name to any complaint they make. If a student does not wish for their name to be disclosed, they may request that the investigator(s) anonymise their complaint. The investigator(s) will only agree to do so if there are good and sufficient reasons for doing so. Complaints which are made anonymously are difficult, and sometimes inappropriate or impossible, to investigate. However, they may be considered at the discretion of the Centre/College.
- 1.4 The ISC and/or Directorate for Student Success will keep a record of complaints and will use the outcomes to inform future service provision.

## 2 Complaints can be Informal or Formal

- 2.1 A complaint is an expression of dissatisfaction by one or more students about the provider's (Study Group's) action or lack of action, or about the standard of service provided by or on behalf of the provider. A complaint may be submitted at any time during a student's registration with Study Group or within 5 months following cessation of registration.
- 2.2 An Academic Appeal, as opposed to a complaint, is made where a student feels that an academic process has not been followed or where there is a grievance on academic grounds. Appeals against academic judgement will not be heard.
- 2.3 Students should refer to the Academic Appeals section in the [Student Appeals Policy](#) for details of what constitutes grounds for appeal.

- 2.4 Students should refer to the '[Student Disciplinary Policy](#)' if they wish to appeal the outcome of a disciplinary case.
- 2.5 If a student is unclear which procedure to follow, they should seek guidance from Academic Tutor, Personal Tutor or Subject Lead or one of the student services staff.

### 3 Stage 1: Informal Complaint

- 3.1 The normal expectation is that students try to resolve a minor complaint or concern about the provision of a service (whether academic or non-academic) informally with the person or persons providing the service. The issue should be raised as early as possible in order that a prompt resolution may be achieved. In some instances, it may be more appropriate to pursue the complaint or concern informally with the Centre Director.
- 3.2 If a student feels happier discussing any concerns they may have, in confidence, before deciding whether or not to pursue a complaint, their personal tutor (or other member of ISC staff) will be there to help. The emphasis of discussion will be on arriving at a satisfactory resolution of the complaint as quickly as possible, rather than on making a judgment about who is right or wrong.
- 3.3 Questions the Provider may consider in attempting early resolution of a complaint could 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 provider willing to do so?
  - What assistance or support can be provided to the student in taking this forward?
- 3.4 The ISC should keep a record of each informal complaint including details of any discussions with the complainant/relevant members of staff and relevant email exchanges/written communication. This information may be required for any future investigation.
- 3.5 If a complaint has not been resolved to the student's satisfaction through informal discussion the student has declined to engage with early resolution, or the student believes that the complaint is of a more serious nature, then they have the right to make a formal written complaint to the Centre Director using the Stage 2 Student Complaint form.

### 4. Stage 2: Formal Complaint

- 4.1 Where it has not been possible to resolve matters satisfactorily at source, or the complainant feels unable to make direct contact with the person responsible, the matter should be taken to the Centre Director, indicating what reasonable steps the complainant would like to see taken to resolve the matter. The complainant should put the complaint in writing and should use the Stage 2 Student Complaint form for this purpose.
- 4.2 Complaints will not be accepted from third parties unless written confirmation has been submitted by the student granting the Provider permission to liaise with the third party as their representative in the matter.
- 4.3 Where a complaint affects a number of students, those students may submit a 'group complaint'. In such circumstances, the group must nominate a representative to act on their behalf and through which the Provider will liaise / correspond.

- 4.4 A complainant should be provided with an acknowledgement of receipt and given an indication by the Centre Director of the timescale likely to be required to investigate, reach a resolution on the complaint and report back to the complainant (should be within **20 working days** of receipt). The investigation should be completed as swiftly as possible and the complainant should be notified in the event of any delay in the process.
- 4.5 The complainant (and/or their representative) will be invited to attend at least one meeting with the Centre Director or other appropriate authority within the Centre to discuss the substance of the complaint, (unless it is clear to the Centre Director that their decision will be to uphold the complaint). The complainant has the right to choose not to attend the meeting. Such meetings may be held in person or remotely as necessary. The Centre Director should ensure that relevant members of staff are involved at all stages of the process and are informed of the outcome of investigation of the complaint. This may involve, for example, members of staff against whom a complaint is made. A written record of any meetings held should be retained by the Centre Director.
- 4.6 As part of the process of attempting to establish the facts of the complaint, the Director may decide to hold a separate meeting with the person(s) against whom the complaint is made (and who may be accompanied by a colleague or Union officer), and may also interview any material witnesses (in person or remotely). A written record of the meeting should be retained by the Centre Director.
- 4.7 In circumstances where it is necessary for the Centre Director to meet with the person(s) against whom a complaint is made, the personal details (including name) of any witness statements submitted as part of the complaint must not be divulged to the person(s) against whom the complaint has been made.
- 4.8 Key questions the Centre Director may consider when a Stage 2 formal complaint is received could include:
- Is this a complaint or academic appeal? Should the student be referred to another procedure?
  - Was early resolution attempted? If not, should the matter be referred back to that stage?
  - Has the student set out clearly what the complaint is about and which area(s) of the Provider is/are involved?
  - Has the student provided evidence in support of the complaint? (*Not always possible or applicable*)
  - What outcome is the student hoping for and can it be achieved?
  - Is the complaint suitable for mediation or conciliation?
  - What assistance or support can be provided to the student in taking this forward?
- 4.9 Some complaints may require the Centre Director 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
- 4.10 Recommendations may be forwarded by the Centre Director to the Cluster/Network Director should a second opinion be required.
- 4.11 The complainant (and/or their representative) will be advised in writing of the actions taken to investigate the complaint, the outcome of the investigation (with a clear explanation of the reason/s the complaint has been rejected, where applicable) and confirmation of the student's right to escalate the complaint for review by an Independent Cluster/Network Director (via the Directorate for Student Success – see below) should the student remain dissatisfied.

Centres/Colleges should refer to Study Group's '[Recommended wording for complaint letters](#)' document when writing to the complainant to confirm the outcome of their formal complaint.

- 4.12 Should the complainant choose or neglect to escalate the complaint to the Directorate for Student Success (Stage 3) within **10 working days** of the date of the Centre Director's outcome letter, a COP letter may be issued upon request by the student. The letter will explain that the Provider's internal processes have not been completed. COP letters will not be issued at this stage unless specifically requested by the complainant.

## 5 Record Keeping

- 5.1 The Centre Director should keep a full record of each formal complaint including the Stage 2 complaint form, details of any discussions with the complainant/relevant members of staff, relevant email exchanges and written communication. This information may be required for any future investigation.
- 5.2 Upon completion of Stage 1, the Centre Director (or nominated Professional Services staff member) should upload the full case file to the secure complaints repository on Huddle (including scans of any hard copies). The title of the file should be comprised of the following in the order specified:
- Prefix - an identifier specific to the ISC/IC. For example, 'RHUL'/'LJMU'/'LUIISC'
  - Name – student name (full)
  - Case number – for example, '001'/'002'/'003' and so on. (Case numbers should be specific to the case not the student).
- 5.3 The Directorate for Student Success will, on a regular basis, use the case files uploaded to the secure Huddle repository to maintain a central log of all formal complaints.

## 6 Stage 3: Independent Cluster/Network Director Review

- 6.1 If the complainant remains dissatisfied with the outcome of the investigation of their formal complaint and they wish for there to be a) a review of procedures followed at the formal stage 2, b) a review of whether the outcome was reasonable, or c) if they wish to submit new material evidence which they were unable, for valid reasons, to provide earlier in the process, they may escalate the complaint to the independent Cluster/Network Director who will review the steps taken and decision made by the Centre Director.
- 6.2 The student should complete a Stage 3 Student Complaint form and submit it to the Directorate for Student Success ([academicregistry@studygroup.com](mailto:academicregistry@studygroup.com)) within **10 working days** of the date on the Stage 2 outcomes letter from the Centre Director. The Directorate for Student Success will acknowledge receipt, undertake administrative arrangements with respect to the Stage 3 complaint and notify the student of any anticipated delays.
- 6.3 The Directorate for Student Success will check a) whether the complaint is based on acceptable grounds (as indicated above 6.1) and b) whether the complaint has been submitted within the required timeframe (see above). If not, the complainant will a) be informed in writing that the complaint will not be heard because there are no grounds, (and will be advised of their right to complain to the Office of the Independent Adjudicator (OIA)) or b) be informed in writing that the complaint will not be heard because it was submitted outside the permitted timeframe without reasonable cause.
- 6.4 If the Stage 3 complaint has been submitted on acceptable grounds and within the permitted timeframe, the Directorate for Student Success will appoint an independent Cluster/Network Director from the Study Group network to review the complaint. The Cluster/Network Director will not be directly connected to the ISC/IC in question to ensure impartiality.

- 6.5 The review stage (Stage 3) will not usually consider the issues afresh or involve a further investigation. A complaint must have been considered at the Stage 2 level before it can be escalated to the review stage.
- 6.6 The Independent Cluster/Network Director may request additional information/clarification from the relevant Centre Director in order to assist in their review and may, at their discretion, convene a small panel (of suitably independent staff) to assist them in their decision.
- 6.7 Key questions the independent Cluster/Network Director may consider when a Stage 3 escalated complaint is received could include:
- Were the relevant procedures followed during the Stage 2 Formal Complaint process?
  - Was the outcome reasonable in all the circumstances?
  - Has the student received clear reasons why the complaint was rejected at Stage 2?
  - If new material evidence has been provided, has the student given valid reasons for not supplying this earlier?
- 6.8 The independent Cluster/Network Director will provide the complainant with written confirmation of the outcome of their review within **20 working days** of receipt of the escalated complaint (Stage 3 form).
- 6.9 If the complaint has not been upheld the outcome of the review should be communicated to the student in writing by issuing a Completion of Procedures (COP) letter as soon as possible and within **20 working days**. The letter should include a clear explanation and outline the reasons for the decision in straightforward language. (see the [Office of the Independent Adjudicator's website for COP Letter Guidance](#))
- 6.10 The COP letter should also advise the student about their right to submit a complaint to the Office of the Independent Adjudicator, the time limit for doing so and where to access advice in this regard (see below).
- 6.11 If the Stage 3 complaint has been submitted on the basis of new material evidence and the Independent Cluster/Network Director is satisfied that the appellant has given valid reasons for not supplying the evidence earlier, the appeal will be referred back to the Centre Director for further consideration, giving them the opportunity to review their initial decision in light of the new evidence. The independent Cluster/Network Director will inform the appellant of the referral in writing within **20 working days** of receipt of the Stage 3 complaint.
- 6.12 If the complaint is upheld, (the independent Cluster/Network Director may overturn the Centre Director's decision made at Stage 2), the complainant should be informed in writing with an explanation of how and when any remedy will be implemented. (The letter should be issued within **20 working days** of receipt of the escalated complaint – Stage 3 form).
- 6.13 If the complaint is upheld a COP letter may be issued if requested by the student but will not be issued otherwise.

## 7 Record Keeping

- 7.1 The Directorate for Student Success should keep a full record of each Stage 3 complaint including the Stage 3 complaint form, details of any discussions with the complainant/relevant members of staff, relevant email exchanges and written communication. This information may be required for any future investigation.
- 7.2 Upon completion of Stage 3, the Independent Cluster/Network Director should provide the Directorate for Student Success with the full case file in order for it to be stored securely and all relevant updates to be made to the central log.

## 8 External Student Complaints – University of Sussex

- 8.1 If a student is unsatisfied with the outcome of a complaint, where appropriate, they can take their complaint to the University of Sussex. The University will only consider certain complaints directly affecting:
1. the quality of a student's learning opportunities, and/or;
  2. the academic standards of its awards
- 8.2 Inclusion under this policy could be delivery of teaching and learning, or associated resources (e.g. library provision). Academic judgement, matters relating to pastoral provision, accommodation, finance or other isolated provisions are not included in this policy.
- 8.3 Where the criteria 1 and/or 2 above have been met, the student should write to the University's Director of Planning, Governance and Compliance within 21 calendar days of the notification of the ISC complaint outcome (completion of procedures letter) from Stage 2 – Academic Registrar Appeals.
- 8.4 Complaints can be considered by the Director of Planning, Governance and Compliance where:
- There were procedural irregularities in the complaint's investigation
  - There is fresh evidence not reasonably available at an earlier stage
  - The findings were against the weight of the evidence
- 8.5 It is important to note, that where a student has taken a complaint to the University of Sussex, the university will hold ultimate responsibility for that complaint. Should the complaint be then taken to the OIA, it is the University's processes that would be reviewed, and not those of the ISC.

## 9 Office of the Independent Adjudicator

- 9.1 The Office of the Independent Adjudicator for Higher Education (OIA) is an independent body set up to review students' complaints against Universities (and other qualifying Education providers) within England and Wales.
- 9.2 Once a student's complaint has been considered through the above complaints process (stages 1,2 and 3) or appeals process (see below), they have the right to lodge a complaint with the OIA should they remain unsatisfied with the final decision
- 9.3 The OIA will only consider complaints from students who are (or were, for former students) on a Higher Education course and who have completed the provider's internal complaints or appeals process.
- 9.4 The OIA will only consider student complaints received within 12 months of the completion of the provider's internal complaints or appeals processes.
- 9.5 The OIA will NOT consider complaints about academic judgement, frivolous or vexatious complaints or complaints that have been dealt with before by the OIA. There are other restrictions to the types of complaints the OIA will consider and full details can be found on the OIA's website (see below).
- 9.6 For full details of the OIA's processes and procedures (including their complaint form), please refer to the OIA's website: [www.oiahe.org.uk](http://www.oiahe.org.uk)



## 10 Frivolous or Vexatious Complaints

- 10.1 The Provider reserves the right to terminate consideration of a complaint if it is considered to be frivolous or vexatious. Examples of such complaints include:
- Complaints which are obsessive, harassing or repetitive
  - Insistence on pursuing non-meritorious complaints and/or unrealistic, unreasonable outcomes
  - Insistence on pursuing what may be meritorious complaints in an unreasonable manner
  - Complaints which are designed to cause disruption or annoyance
  - Demands for redress which lack any serious purpose or value
- 10.2 Should the Provider determine (at Stage 2 or Stage 3) that a complaint is frivolous or vexatious, the complaint handler will inform the student in writing (within **20 working days** of receipt of the Stage 2 or Stage 3 complaint) that consideration has been terminated and the reasons for this decision. The student will also be informed of their right to escalate the matter to the Director for Student Success & Registrar (UK & Europe) for further consideration if they remain dissatisfied, and the method by which to do so.
- 10.3 To escalate the matter, the student should re-submit full documentation (all formal complaint forms completed at Stage 2 and/or 3, all supporting evidence and the complaint handler's letter confirming that consideration of the complaint has been terminated) to [academicregistry@studygroup.com](mailto:academicregistry@studygroup.com) for the attention of the Director for Student Success & Registrar (UK & Europe). The student should specify that they are escalating the matter for further consideration.
- 10.4 Any escalations to the Director for Student Success & Registrar (UK & Europe) must be made within **10 working days** of the date of the original complaint outcomes letter and an acknowledgement of receipt will be provided.
- 10.5 Director for Student Success & Registrar (UK & Europe) will provide the student with written confirmation of their decision within **20 working days** of receipt of the escalation. In the event of any delay, the student will be informed in writing.
- 10.6 If the escalation has not been upheld the outcome should be communicated to the student in writing by issuing a Completion of Procedures (COP) letter as soon as possible and within **20 working days**. The letter should include a clear explanation and outline the reasons for the decision in straightforward language. (see the [Office of the Independent Adjudicator's website for COP Letter Guidance](#)).
- 10.7 The COP letter should also advise the student about their right to submit a complaint to the Office of the Independent Adjudicator, the time limit for doing so and where to access advice in this regard.
- 10.8 If the escalation has been upheld, (the Director for Student Success & Registrar (UK & Europe) may overturn the complaint handler's original decision), the student should be informed in writing (within **20 working days**), with an explanation of how and when any remedy will be implemented.
- 10.9 If the escalation is upheld a COP letter may be issued if requested by the student but will not be issued otherwise.

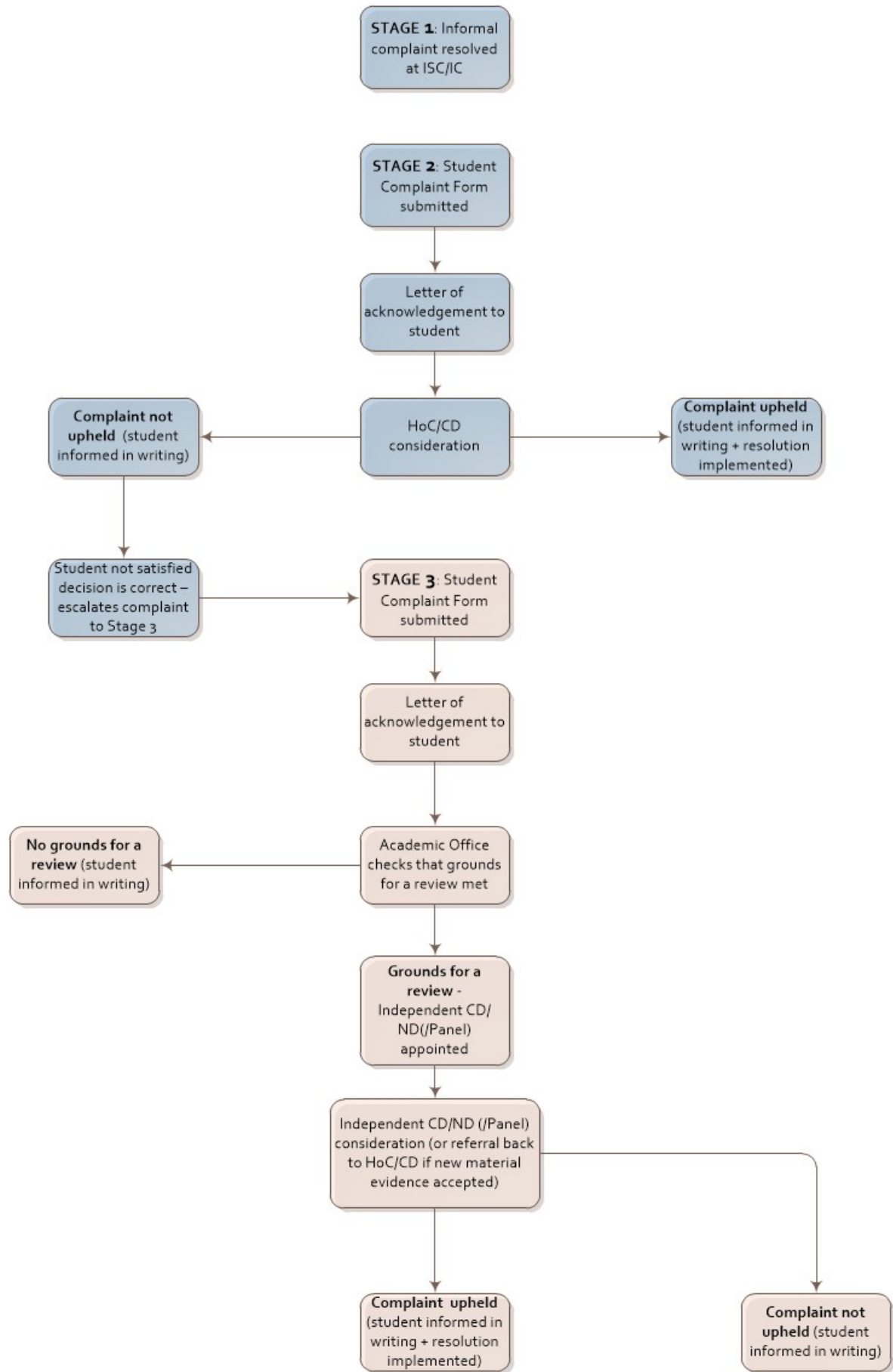
## 11 Record Keeping

- 11.1 The Directorate for Student Success should keep a full record of each escalation including all relevant submission forms, details of any discussions with the complainant/relevant members of staff, relevant email exchanges and written communication. This information may be required for

any future investigation.

- 11.2 Upon completion of the escalation, the Director for Student Success & Registrar (UK & Europe) should provide the Directorate for Student Success with the full case file in order for it to be stored securely and all relevant updates to be made to the central log.

**A: Complaints Process Flowchart**



# STAGE 2 STUDENT COMPLAINTS FORM

You must read the Sussex ISC Student Complaints Policy in full before you complete this form.

This form should be used by students who wish to make a formal complaint (Stage 2) under the [Sussex ISC Student Complaints Policy](#). You are strongly advised to consult your Personal Tutor for support in completing it, but you must submit the form yourself from your own academic email address.

This is not a form for students wishing to:

Raise an appeal related to academic-related issues (see [Sussex ISC Student Appeals Policy](#))

Complain about another student (see [Sussex ISC Student Disciplinary Policy](#))

Apply for exceptional circumstances (see [Sussex ISC Exceptional Circumstances Policy](#))

Request reasonable adjustments (see [Sussex ISC Reasonable Adjustments Policy](#))

The policies for each of these circumstances can be found in the Student Handbook.

N.B. This form is for complaints against centre staff or services. It is not to complain about academic procedures, disciplinary outcomes or grades. Complaints against other students is dealt with under the [Sussex ISC Disciplinary Policy](#).

If you wish to make a formal complaint but feel unable to act on your own behalf you may appoint a representative to act on your behalf. However, you must sign the form yourself. Once you have decided to have a representative we will only correspond with that person.

If you change your mind about having a representative you will need to notify us in writing.

## PART 1: STUDENT DETAILS

Full Name	Click here to enter text.
University Candidate Number	Click here to enter text.
The name of your Personal Tutor	Click here to enter text.
Course	Click here to enter text.
Date	Click here to enter text.
Contact details, including your email address and mobile phone number	Click here to enter text.

Grounds for Complaint (please tick as appropriate, there may be more than one issue raised)

- Poor teaching or supervision
  - Centre services or facilities inadequate
  - Misleading information in prospectuses or in advertising or promotional material
  - A failing in a Centre or University service, academic or non-academic
  - Serious Health & Safety risk of ISC building or property
- The behaviour of a member of Centre staff
- Other (please detail fully in PART 3)

Please tick who will be representing you below during Stage 1:

- I will be representing myself (please go to PART 3)
- I confirm that I wish the person named in PART 2 to act on my behalf. (please complete PART 2)

## PART 2: DETAILS OF A REPRESENTATIVE TO ACT ON YOUR BEHALF

### Complainant Representative

The appellant may nominate a representative in their place to manage their appeal at each stage, and that representative will then be communicated with in the appellant's stead. The student will not be permitted to take part in the process if they nominate a representative, and will receive only the outcome of each stage on completion.

First Name	<a href="#">Click here to enter text.</a>
Last Name	<a href="#">Click here to enter text.</a>
Email Address	<a href="#">Click here to enter text.</a>
Contact Phone Number	<a href="#">Click here to enter text.</a>

## PART 3: DETAILS OF YOUR COMPLAINT

Please list which work has been affected, including module names, if relevant.

Outline your complaint below or attach a statement.

When completing this section please include details of why you wish to make a formal complaint and any actions you have already taken regarding the complaint (refer to the Complaints Policy for guidance).

If you have attempted to resolve the issue informally, please provide details of any members of staff you have spoken to (i.e. Centre Director or other member of ISC staff).

Alternatively, if you feel the complaint cannot be resolved by the early resolution part of the process, please explain why.

Please provide as much detail as possible.

Please also send any supporting evidence, detailing who it is from, or to what it relates, along with this form. Any details that you provide will be treated in confidence.

[Click here to enter text.](#)

## PART 4: DESIRED OUTCOME

Please explain what outcome you are looking for: [Click here to enter text.](#)



Please confirm whether or not you would be willing to consider mediation or conciliation:

Yes

No

## PART 5: DECLARATION

I have read [Sussex ISC Student Complaints Policy](#) and I declare that the information on this form is correct.

Student signature (please type if emailing):	Click here to enter text.
Date	Click here to enter text.

Please ideally email this form using your academic email address to the Centre Director – Martin Torjussen MTorjussen@studygroup.com

If you wish to complete the form by hand, or print it out, you can submit it in a sealed envelope and hand it to Student Services at Friston Building Reception.

Please ensure you mark any hand-delivered forms: Confidential - FAO Centre Director - Complaints, and write the date you submit it on the envelope.

## STAGE 3 STUDENT COMPLAINT FORM

This form should be used by students who wish to make a formal complaint (Stage 3) under the [Sussex ISC Student Complaints Policy](#). You are **strongly advised** to consult your Personal Tutor for support in completing it, but you must submit the form yourself from your own academic email address.

This form should be used by students who remain dissatisfied with the outcome of their Stage 2 formal complaint and who wish to escalate the matter to the Independent Cluster/Network Director for further consideration.

Should you wish to complete the form by hand, it must be written in a black pen on white paper.

**The following should be submitted to the Academic Office at [academicregistry@studygroup.com](mailto:academicregistry@studygroup.com):**

**Completed Stage 3 Student Complaint Form (this form)**

**Completed Stage 2 Student Complaint Form**

**All supporting evidence submitted previously (at Stage 2) and any new supporting evidence**

**A copy of the communication you received from the Head of Centre/Centre Director at the culmination of Stage 2**

Full Name: Click here to enter text.	
Correspondence Address: Click here to enter text.	
Email: Click here to enter text.	Phone: Click here to enter text.
Student Number: Click here to enter text.	Date form submitted: Click here to enter text.
Programme: Click here to enter text.	

Please tick the box below if you wish to appoint a representative:

<input type="checkbox"/>	I confirm that I wish the person named below to act on my behalf.
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Continued...

...continued...

**APPENDIX D**

**PART 1: Details of Representative appointed to act on your behalf (if applicable)**

First Name	Click here to enter text.
Last Name	Click here to enter text.
E mail Address	Click here to enter text.
Contact Phone Number	Click here to enter text.

**PART 2: Reasons for escalation of complaint**

Please give the reasons why you are dissatisfied with the Centre/Colleges response and wish to escalate your complaint. The escalation must be based on one or more of the following grounds. (Please type your reasons under the appropriate section or sections. If you wish to escalate your complaint on just one of the grounds, that is fine, you can leave the rest blank). Please provide as much detail as possible:

**a review of procedures followed at the formal stage 2:** Click here to enter text.

**a review of whether the outcome was reasonable:** Click here to enter text.

**to submit new material evidence which I was unable, for valid reasons, to provide earlier in the process:** Click here to enter text.

Continued...

**APPENDIX D**

**PART 3: Desired outcome**



Please explain what outcome you are looking for: [Click here to enter text.](#)

**Please tick below to confirm whether or not you would be willing to consider mediation or conciliation.**

YES /  NO

**Part 5: Declaration**

I have read the [Sussex ISC Student Complaints Policy](#) and I declare that the information on this form is correct.

Student signature: [Click here to enter text.](#) .....

Date: [Click here to enter text.](#) .....