Complaints from Students on Validated provision at Partner Institutions

Students on validated provision at partner institutions must initially follow the partner’s complaints procedures.

The University will only consider complaints that raise specific concerns about matters directly affecting:
1. the quality of a student’s learning opportunities, and/or
2. the academic standards of its awards.

This could be the delivery of teaching and learning or its associated resources (e.g. library provision). Complaints will not be considered where they relate to matters of academic judgment.

The University will not become involved if a complaint covers other aspects of a student’s experience or relates to the partner institution’s services. For example, these might be concerns about pastoral provision, accommodation or finance.

The partner institution will inform a student of the right to escalate a complaint to the University, where appropriate.

For students where the partner institution (delivery provider) is a member of the OIA scheme and criteria 1 and/or 2 above have been met:

- Level 1 (early resolution at the local level) and Level 2 (formal stage) of the complaints procedure will be with the partner institution. The Level 3 review stage is the responsibility of the University. If a student remains dissatisfied following completion of the partner institution’s procedures at Level 2, they can invoke a Level 3 review by the University by writing to the Director of Planning, Governance and Compliance. They must do so within 21 days of the date of the letter giving formal notification of the completion of Level 2.

- In order to ensure timely consideration of complaints, partner institutions will notify the University of all complaints at Level 2 that meet the criteria for the University to be involved at Level 3.

For students where the partner institution (delivery provider) is not a member of the OIA scheme and criteria 1 and/or 2 above have been met:

- A student who has exhausted the partner institution’s procedure and remains dissatisfied can invoke the University’s complaints procedure at Level 3. They must do so by writing to the Director of Planning, Governance and Compliance within 21 days of the date of the letter giving formal notification of the completion of the partner institution’s procedures.

The Director of Planning, Governance and Compliance will consider a Level 3 complaint in terms of whether any of these conditions are met:

- There were procedural irregularities in the investigation of the complaint; or
- Fresh evidence can be presented which was not or could not reasonably have been made available to the investigator at Level 2 / the previous level; or
• The finding of the investigation was against the weight of the evidence.

If the Director of Planning, Governance and Compliance decides to undertake further investigation, s/he will consult senior officers at the partner institution as well as the University’s Academic Development and Quality Enhancement office.

Students then seeking an independent review through the OIA should note that any complaint at that stage would be in respect of the University’s procedures and not those of the partner institution.