

## A Quick Guide to Student Complaints

If you have a concern that you would like to raise with your College or the University please:

- Visit the complaints website <http://www.arts.ac.uk/study-at-ual/academic-regulations/complaints-and-appeals/making-a-student-complaint/> and read the University Complaints Procedures and Guidance available there.
- If you need advice or support please contact the **Student's Union Advice and Support Service** by visiting <https://www.arts-su.com/help/advice> or calling 020 7514 6270

### Getting in touch about a concern

1. Complete the **Student Complaint Form** which can be found via a link on UAL's website here: <https://www.arts.ac.uk/study-at-ual/academic-regulations/complaints-and-appeals/making-a-student-complaint>
2. The form will be received by your **College Student Complaints Officer (SCO)**.
3. The **SCO** will consider that enquiry and work to resolve this as quickly as possible. This will either be as an Informal Concern or as a Formal Complaint. They will notify you which option is being taken.
4. If it is possible to resolve your issue informally, the SCO will take reasonable steps to address your concern which may include providing further information, suggesting solutions, or liaising with appropriate members of staff. If it is not possible to resolve your concern you will be informed of this. In any event this stage should be completed within ten working days.
5. If the **SCO** decides to accept your complaint for investigation they will write to you to inform you of this. An Investigating Officer will be appointed and an investigation will be carried out within **28 working days**. The **SCO** will then write to you again to confirm the outcome of the investigation.
6. If the **SCO** does not feel that you have grounds for complaint they may summarily reject your Formal Complaint and will write to inform you of this.
7. If the **SCO** decides to accept your complaint for investigation they will write to you to confirm that an investigation will take place.
8. If you are not satisfied with the outcome of the Formal Complaint investigation you may submit a request for Final Complaint Review. You must do this **within 28 working days**.

## Final Complaint Review

1. Write to the Academic Registrar via the **University Complaints Unit (UCU)** [complaints@arts.ac.uk](mailto:complaints@arts.ac.uk) within 28 working days of the Formal Complaint decision.
2. The **UCU** will consider your complaint, in consultation with the **Academic Registrar** as appropriate, and will request a response from the College.
3. If the UCU decides to reject your request for Final Complaint Review they will write to you to inform you of this and issue a Completion of Procedures Letter. If you are not satisfied with this decision you may be able to submit a complaint to the **Office of the Independent Adjudicator for Higher Education (OIA)**. Information and guidance on doing so will be included in the Completion of Procedures Letter.
4. If the UCU decides to accept your request for Final Complaint Review they will inform you of this in writing and a **Complaints Review Panel** will be convened within 30 working days.

## Complaints Review Panel

1. You have the right to attend the **Complaints Review Panel** meeting and bring a friend for support. If you do not wish to attend the meeting it will go ahead in your absence. If you do wish to attend the meeting the **University Complaints Unit** will liaise with you to find a convenient date/time.
2. The **Complaints Review Panel** will decide to either:
  - a. Accept your complaint
  - b. Reject your complaint
  - c. Refer your complaint for the consideration of the **Academic Registrar** or the University Legal team
  - d. Defer its decision pending receipt of additional documentation
3. If your complaint is accepted the Panel will make recommendations to the College on the resolution they deem appropriate. The **University Complaints Unit** will write to you to confirm the outcome of the meeting and issue a Completion of Procedures Letter. If you are not satisfied with this decision you may be able to submit a complaint to the **Office of the Independent Adjudicator for Higher Education (OIA)**. Information and guidance on doing so will be included in the Completion of Procedures Letter.
4. If your complaint is referred or deferred the **University Complaints Unit** will be in touch with further information.
5. If your complaint is rejected the **University Complaints Unit** will write to you to confirm this and issue a Completion of Procedures Letter. If you are not satisfied with this decision you may be able to submit a complaint to the **OIA**.
6. If your complaint is related to advice received from Student Services regarding a debt you may be able to submit a complaint to the **Financial Ombudsman**