



City, University of London

Senate Regulation 26 Student Complaints

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Equality and Diversity Statement

We are committed to promoting equality, diversity and inclusion in all our activities, processes, and culture, under the Public Sector Equality duty and the Equality Act 2010. This includes promoting equality and diversity for all, irrespective of any protected characteristic, working pattern, family circumstance, socio-economic background, political belief or other irrelevant distinction.

We are committed to championing equality. This includes where applicable to this policy. In the coordination and make up of our decision-making Panels we are striving to fulfil our commitments to racial equality, gender balance, and actively consider representation of other protected groups.

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Introduction

1. This regulation sets out how you can make a complaint if there is a cause for concern about your experience of studying with us.
2. For an overview of the process, please refer to Appendix 1.
3. For frequently asked questions, please see Appendix 2.
4. In this regulation “you” and “your” may mean:
 - a. a student registered for a programme taught by City, University of London.
 - b. a former student, as long as the complaint is raised within the permitted timeframe set out in this regulation
 - c. a student who is following a programme validated by us at another institution, as set out in the section *Complaints from students studying on validated programmes*.

“We”, “us” and “our” means the University or any of its staff, depending on context.

Key Principles

5. We are committed to providing a high-quality experience for each student as set out in our [Student Charter](#), and offer a wide range of support as set out on the [Student Hub](#).
6. However, we recognise that things can sometimes go wrong, and we encourage you to inform us if we fall short of your expectations.
7. If you encounter any problems, it is always best if you can raise these at the time they occur with the most relevant person. If you are unsure who this is, you may wish to speak to your Personal Tutor or Course Officer in the first instance. We may be able to provide you with more support or we may be able to find an informal resolution for something that has gone wrong.
8. We will ensure that accurate, up-to-date information about the complaints process is available to you as part of the information about studying at City, on the [Student Hub](#) and in your programme handbook.
9. Feedback or matters of concern can be raised directly to relevant members of staff, through student representative forums (for example via Programme Representatives or Students’ Union meetings) or via the [GetHeard@City platform](#). These will not necessarily form ‘complaints’ as set out in this regulation, but may be escalated to the procedure set out here if matters are not adequately resolved.
10. A complaint is defined as an oral or written expression of dissatisfaction about your learning experience or an aspect of a service or facility which is provided to you or should have been provided to you.
11. We will consider your complaint on its own merits, subject to all legal and professional requirements, and you will not be treated less favourably by us or suffer any detriment or disadvantage if you make a complaint in good faith, regardless of whether the complaint is successful.
12. Similarly, no member of staff you mention in a complaint will be treated less favourably by us than if the complaint had not been brought. If a complaint about a member of staff is upheld, they may be asked to undertake additional training, be provided with support, or be subject to disciplinary proceedings as set out on our [Staff Hub policies page](#). The outcome of the complaint may also require a review of the University’s practices and

processes. Please note that we will inform you of the outcome of a complaint you raise, but it may not be appropriate to share specific details with you, particularly where further action is being taken. We will advise you of this at the earliest opportunity, to help manage your expectations.

13. We expect that you and our staff members will treat the complaints processes and each other with respect. We take all student complaints seriously, but we expect you to help us by presenting the issues clearly and in a professional way.
14. We will handle complaints with an appropriate level of confidentiality, and will only share information with those who need it for the purposes of investigating or responding to a complaint. Where it is necessary for us to obtain information from a third party, we will only provide the third party with as much detail about the complaint as is necessary in order to obtain the information required from them.
15. All students are encouraged to contact the [Students' Union Advice Service](#) for independent, impartial advice on submitting a complaint.
16. If you consider yourself to have disability or learning difference, support is available to assist you with submitting a complaint. Students are advised to contact the [Students' Union Advice Service](#) or [Student Health & Wellbeing](#). They can offer advice and support, and can assist you with receiving the relevant documentation in an alternative format. If you anticipate that it may be difficult to meet the deadlines expressed in this regulation because of a registered disability or learning difference, you should inform your School, ideally before the relevant deadline elapses. Additional time may be granted for submissions that meet these grounds at the discretion of the investigating officer or case handler.
17. Where meetings are held to assist with the investigation of a complaint, you may request that you are accompanied by one other person, such as someone from the Students' Union. If you choose to be accompanied, you should notify us before the meeting takes place.
18. Neither City nor the student would normally be represented by a legal practitioner in considering a complaint under the complaints procedure.
19. We monitor complaints across the University and aim to learn from what has gone wrong. A summary of complaints will be reported to each School's Board of Studies. An annual summary report of student complaints will be received by Senate and a record retained.

Scope

20. This regulation may be used by the following people:
 - a. students registered for any taught undergraduate, graduate and postgraduate programme that leads to an award of City, University of London. This includes students spending time on work placements as part of their degree, students engaged in work-based learning, students currently excluded or suspended from any aspect of their studies or students interrupted on an approved interruption of studies.
 - b. former students, assuming that the timescales set out in this regulation are met.
 - c. students studying via City Short Courses.
21. If you are studying on a programme that is delivered by another institution but leads to a City award, your right to complain under this regulation is more limited, because your validated institution is responsible for many aspects of your learning and service provision. Your programme handbook will provide more information and the section *Complaints from students studying on validated programmes* below sets out further detail about your options under this regulation.
22. This regulation cannot be used by the following people:

- a. Third parties wishing to make a complaint on behalf of a student. This includes parents, guardians, relatives or the spouse or partner of a student, except where such representation has been agreed by the University or is in place as a reasonable adjustment.
 - b. Anonymous complainants. Complaints that are submitted anonymously will not normally be considered. We may consider an anonymous complaint in exceptional circumstances and where it is clear from the supporting evidence that the claim(s) can be substantiated.
23. This regulation cannot be used vexatiously or maliciously:
- a. A vexatious or malicious complaint is defined as a complaint which is trivial or untrue, having been put forward so as to abuse the process of the complaints procedure or, for example, to attempt to defame the name or character of another person or the University.
 - b. If you make a vexatious or malicious complaint, or in making your complaint you behave inappropriately, disciplinary action may be taken against you and the consideration of that complaint will be terminated. If we consider it is necessary to terminate consideration of a complaint, we will send you this decision in writing, within 10 working days of the decision. You may appeal against such a decision by writing to the Academic Registrar (or nominee) within 10 working days; details will be provided with our written confirmation.
24. This regulation cannot be used if you are dissatisfied with any assessment outcomes or awards. Taught students wishing to appeal against a decision made by an Assessment Board relating to academic assessment, progression or award should see Senate Regulation 20 (Academic Appeals for Taught Students). Research students wishing to appeal the outcome of an examination or a decision relating to their registration status should see Senate Regulation 21 (Academic Appeals for Research Students). These regulations are available on our [Student Policies and Regulations webpage](#).
25. This regulation cannot be used in the following circumstances:
- a. If you want to complain about a case of alleged misconduct by another person. You can report alleged misconduct via the University's [Report + Support tool](#) and may wish to consult Senate Regulation 13 (Student Discipline), the Student Sexual Misconduct Policy and the Student Bullying & Harassment Policy for details of support available to you and the process for investigation.
 - b. If you want to complain about matters relating to fitness to practice (train) where there is a local procedure in place. You should refer to the Fitness to Practise (Train) policy for further details.
- These documents are available on our [Student Policies and Regulations webpage](#).
26. Complaints sometimes overlap with matters that may be better considered via other procedures, including those listed above. If your submission has been made to the incorrect procedure, or the submission falls within the remit of one procedure rather than another, we may reclassify it. We will inform you if we do so.
27. The final decision regarding a matter raised under this regulation or other procedures will normally be considered to be our final decision: you do not have a right to further consideration of the same matter under a different procedure.

Procedure

28. Our complaints process has three internal stages, enabling us to respond effectively and proportionately. Each stage of the process should be exhausted before the next stage is used. Exceptionally, and if your complaint is of a very serious or sensitive nature you may raise it at Stage 2 initially.

- a. **Stage 1** focuses on informal early resolution at local-level, i.e. within the School or service where the complaint originated
 - b. **Stage 2** focuses on formal, local-level resolution
 - c. **Stage 3** is a review of the earlier stages, focusing on formal resolution outside the School or service (University-level review)
29. We aim to conclude Stage 2 and Stage 3 procedures within 90 calendar days.
30. We will give you, and you must give us, notification of any procedural delays, in advance of the deadline and with reasons. We reserve the right to decide whether to dismiss or continue with our handling of your complaint if you fail to notify or respond to us by a set deadline.
31. If you submit more than one complaint (at any stage) relating to the same substantive issue, we may choose to treat those complaints as a single complaint.
32. If multiple individual complaints have been made about the same issue(s), or if more than one student wishes to complain about the same issue(s), we may treat them as a group complaint. Further detail is set out in the section *Group Complaints* below.
33. The Office of the Independent Adjudicator (OIA) for Higher Education provides an independent final stage.

Stage 1: Informal Resolution

34. If you are a current student, you should complain within three months of the event which has given rise to the complaint or, if a series of events has given rise to a complaint, within three months of the final event in the series.
35. If you are a former student, you can use this regulation to complain about matters relating to when you studied at City and within three months of your last registered date as a student.
36. If matters are left for too long it may be impossible for us to investigate properly and find a suitable remedy.
37. Initially, you should seek to deal with your complaint at the level at which the event leading to the complaint occurred. This could be at programme-level, at department-level, at School-level or within the relevant service department.
38. You should, if at all possible, address your complaint to the member of staff most directly involved in the event leading to the complaint, in order to give that person the opportunity to address your concerns.
39. If for any reason you do not feel that this is possible, you should seek advice from the School Head of Academic Services (or nominee) or the Director/Head of the professional service department in order to identify an appropriate alternative mechanism of early resolution. Your Course Officer or Personal Tutor should be able to assist you with making contact with these people. If necessary, the School Head of Academic Services (or nominee) or the Director/Head of the professional service department will nominate an Investigating Officer to deal with your complaint.
40. Every effort will be made by the Investigating Officer to resolve the complaint simply and quickly. The Investigating Officer may invite you to a meeting to discuss the matter in an attempt to reach a resolution.

41. At the end of Stage 1, we will provide you with a written response to your complaint, which will:
 - a. Detail the proposed resolution;
 - or*
 - b. Explain why we do not feel that we can propose a satisfactory resolution to your complaint.
42. Our written response will also advise you of the options open to you to take the matter further.
43. We will try our best to deal with Stage 1 complaints in a timely fashion. Those involved in investigating the complaint will establish appropriate timescales based on its nature and complexity. We will tell you these timescales and keep you informed of any changes. Where possible, we will complete the investigation within six weeks.
44. If you do not receive a response or updates to your complaint within the allocated timeframe, or if your complaint is very serious or sensitive, you may wish to discuss the matter with your School/Department or Students' Union Advice Service with a view to escalating it to Stage 2 as set out below.

Stage 2: Local-level Formal Resolution

45. If you are not satisfied with the outcome of Stage 1, you may choose to submit a Stage 2 complaint by completing the complaint form available on the [Student Hub](#).
46. You should do this within **15 working days** of receiving the written response to your Stage 1 complaint.
47. We will acknowledge your complaint form within five working days of receipt.
48. We will normally only consider a Stage 2 complaint following the completion of Stage 1. It is important that you include written confirmation of trying to resolve your complaint informally. If you do not have this, you should ask the person who dealt with your Stage 1 complaint to provide you with a written response.
49. It is your responsibility to provide any supporting evidence (e.g. documents or correspondence) that you would like to be considered. Without evidence, we may not be able to verify the claims you are making or address them in full. It is important that you submit your complaint on time, even if you are waiting for some additional evidence. You should note that evidence is outstanding in your complaint form. You will usually be provided with a deadline for final submission of evidence. Your complaint form will be considered complete after that deadline has passed, or earlier if you confirm that all your supporting evidence has been submitted.
50. When your complaint form is complete, your School will direct your concern to an investigating officer, usually:
 - a. an appropriate person assigned by the School Head of Academic Services (or nominee) for academic, programme or School-related complaints
 - or*
 - b. the Director/Head of the professional service department (or nominee) for service-related complaints.
51. Different investigating officers will be assigned at Stage 1 and Stage 2. If no appropriate individual can be found within the School or service department, the matter will be referred to Academic Services, who will nominate an appropriate investigating officer.

52. We will deal with your complaint in a timely fashion. The investigating officer or a case handler responsible for overseeing complaints in the School will establish appropriate timescales based on the nature and complexity of the complaint. We will tell you these timescales and keep you informed of any changes. Our aim is to take no more than 90 calendar days months to conclude Stage 2 and Stage 3 procedures.
53. The investigating officer will consider the case appropriately. They will consider your complaint form and supporting evidence, and may contact you if they require further information. They will usually also discuss the matter with the subject of the complaint, and/or any parties who can assist with gathering the facts of the matter. They may also conduct any other investigation which they consider necessary.
54. When the investigating officer has completed their consideration, they will inform you and the subject of the complaint in writing of the proposed outcome of the investigation and give you both the opportunity to comment on any factual inaccuracies. They will ask for your response by a certain deadline.
55. After this deadline, they will consider any factual inaccuracies, finalise the outcome of your complaint and send their decision to you, along with reasons. Your complaint may be upheld, partially upheld or not upheld.
56. If your complaint is upheld or partially upheld, the investigating officer will usually make recommendations to try to put right what has gone wrong. The recommendations may include apologising to you, offering a service or experience that you should have received originally or any other recommendation(s) that they deem appropriate.
57. The written outcome will also advise you of the options open to you to take the matter further.

Stage 3: University-level Review

58. You cannot request a review of the Stage 2 complaint simply because you are dissatisfied with the outcome. However, you may request a Stage 3 review if you think that:
- a. there has been a **procedural irregularity** in the conduct of the Stage 2 investigation which is relevant to the outcome
and/or
 - b. **new information** has come to light, which you were unable to disclose previously and which is relevant to the outcome.
59. To request a review on the basis of **procedural irregularity**, we expect that you can demonstrate a significant procedural error that has had an impact on the outcome of the Stage 2 complaint. This means that the outcome would have been different if the error had not occurred. The error may be to do with the way the complaint was handled or investigated, or the way that the outcome was reached.
60. To request a review on the basis of **new information**, we expect that you demonstrate that:
- a. there is some new information which would have had a material impact on the investigation previously undertaken, i.e. would have changed the outcome of the investigation if it had been known at the time;
and
 - b. that you were unable to disclose it at Stage 2 for a valid reason outside your control. We will not usually consider new information that you did not want to disclose earlier or did not think would be relevant.
61. If you wish to request a Stage 3 review you must do so within **15 working days** of receiving the

final outcome from Stage 2. The request for review must be submitted via the Stage 3 review form, available on the [Student Hub](#).

62. We will acknowledge your Stage 3 review form within five working days of receipt.
63. It is your responsibility to provide any supporting evidence (e.g. documents or correspondence) that you would like to be considered. Without evidence, we may not be able to verify the claims you are making or address them in full. It is important that you submit your request for review on time, even if you are waiting for some additional evidence. You should note that evidence is outstanding in your Stage 3 review form. You will usually be provided with a deadline for final submission of evidence. Your Stage 3 review form will be considered complete after that deadline has passed, or earlier if you confirm that all your supporting evidence has been submitted.
64. When your Stage 3 review form is complete, a Stage 3 investigating officer will be assigned. The investigating officer will be outside the School or service area where the Stage 2 complaint was investigated, and is usually a member of staff from Academic Services.
65. The review will consider whether the outcome of Stage 2 was reasonable rather than reconsider the original case and its evidence.
66. The investigating officer will consider the case appropriately. The investigating officer will consider your Stage 3 review form and supporting evidence, and may contact you if they require further information. They will also consider your Stage 2 complaint form and evidence, and the outcome of your Stage 2 complaint. They will usually also discuss the matter with the members of staff involved at Stage 1 and/or Stage 2, and/or any parties who can assist with gathering the facts of the matter. They may also conduct any other investigation which they consider necessary.
67. The investigating officer will establish appropriate timescales based on the nature and complexity of the case. We will tell you these timescales and keep you informed of any changes. Our aim is to take no more than 90 calendar days months to conclude Stage 2 and Stage 3 procedures.
68. The investigating officer will inform you and the Stage 2 investigating officer or case handler of the proposed outcome of their investigation and give you both the opportunity to comment on any factual inaccuracies. They will ask for your response by a certain deadline.
69. After this deadline, they will consider any factual inaccuracies, finalise the outcome of your request for review and send their decision to you, along with reasons. Your request for review may be upheld, partially upheld or not upheld.
70. If your complaint is upheld or partially upheld, the investigating officer will usually make recommendations to try to put right what has gone wrong. The recommendations may include apologising to you, offering a service or experience that you should have received originally, reconsideration of the matter at local-level or any other recommendation(s) that they deem appropriate.
71. The written response will also advise you of the options open to you to take the matter further.

Group Complaints

72. If multiple individual complaints have been made about the same issue(s), we may treat them as a group complaint.
73. If the same issue(s) has affected a group of students, those students can submit a complaint as a group. In order to manage the progress of the complaint effectively, we will normally ask the group to nominate one or two students to act as their representative(s). The evidence submitted to support the complaint must be agreed with the group and included with the complaint form. No additional evidence will be accepted once the complaint has been submitted.

74. In handling the complaint, we will liaise with the representative(s) who should communicate with the other students in relation to the complaint as appropriate.
75. Although we generally expect that all students submitting a complaint have been involved in making efforts to resolve it earlier in the process, it may exceptionally be possible for other students to join a complaint at a later stage because their complaint is so similar to something that has already been raised earlier and where the outcome was not felt to be satisfactory.

The Office of the Independent Adjudicator (OIA)

76. Following Stage 3, we will send you a Completion of Procedures (CoP) Letter confirming that all stages of this regulation at the University have been concluded.
77. If you remain dissatisfied with the final decision made under Regulation 26 (Student Complaints), you may be able to take a complaint to the Office of the Independent Adjudicator (OIA) for Higher Education.
78. Information and eligibility rules are available at: www.oiahe.org.uk.

Complaints from students studying on validated programmes

79. We validate programmes offered at other institutions which lead to a City, University of London award. We have overarching responsibility for the quality and standards of the academic programmes offered by these institutions.
80. If you wish to make a complaint, you should usually do so first in accordance with the validated institution's own complaints policy and procedures. If, following completion of those procedures, you consider the outcome to be unsatisfactory, you can request that we review that outcome, as set out in the section *Stage 3: University-level Review*. Following completion of City's procedures, you may then be eligible to take a complaint to the Office of the Independent Adjudicator (OIA) for Higher Education, as set out in the section *The Office of the Independent Adjudicator (OIA)* above.
81. You may, as a student on a validated programme, make use of some of our services. Where you use such services and are dissatisfied about aspects of our service delivery, you may complain about any of these services directly to us, as set out in the section *Procedure* above. If you want to complain, but are unsure of the department responsible, you should seek advice from a senior member of our Professional Services staff. Your student handbook will tell you who to contact.

Appendix 1: Overview of Process

STAGE 1

Informal Stage

Student discloses complaint to School/Service.

School/Service seeks resolution to concern(s) raised by the student.

Investigation usually completed within **6 weeks**.

If dissatisfied with the outcome, the student can apply for a Stage 2 Complaint within 15 working days of receiving the response.

If no response or acknowledgment is received at Stage 1, or the complaint is deemed severe, the student may be eligible to move directly to the Stage 2 Formal Stage via the Stage 2 Complaint Form.

STAGE 2

Formal Stage

Acknowledgement within 5 working days of receipt of the Stage 2 Complaint.

Investigating Officer appointed to lead investigation.

School/Service seeks resolution to concern(s) raised by the student.

Outcome to be delivered to the student. Stages 2 and 3 combined should take no longer than **3 months (90 calendar days)** and any delays must be communicated to the student.

If dissatisfied with the outcome and has grounds to do so, the student can apply for a Stage 3 Review of the Complaint within 15 working days of receiving the Stage 2 Final Outcome Letter. Students can apply for a Stage 3 Review even if their complaint is upheld.

STAGE 3

University Level Review Stage

University Level Reviews can be requested on the grounds of procedural irregularity and/or new information.

Acknowledgement within 5 working days of receipt of the Stage 3 Complaint Review Form.

The Student Experience (Casework) Team (or member of Academic Services if more appropriate) reviews the Complaint.

Outcome to be delivered to the student ideally within **3 weeks**.

OIA

If dissatisfied with the outcome and, having gone through all internal Stages of the Complaints process, the student can apply to the Office of the Independent Adjudicator (OIA) for Higher Education for an independent review of the case within 1 year of receiving a Completion of Procedures (CoP) letter. A CoP letter can be provided upon request if the complaint is upheld and will be issued automatically if the complaint is not upheld.

Appendix 2: Frequently Asked Questions

- What are the time limits for a complaint?
- How and where do I submit a complaint?
- I think I have a complaint about a member of staff but don't want to talk to them directly – what should I do?
- What sort of evidence do I need to submit?
- How does the Complaints Procedure work with GetHeard@City (Unitu)?
- If I make a complaint, will it influence other decisions about me?
- What is the difference between an appeal and a complaint?
- I hold another position at the University – is this process for me?
- I don't understand the advice I have been given about my complaint. What do I do?
- What outcomes might I see after submitting a complaint?
- What is the OIA?

What are the time limits for a complaint?

You should seek to resolve your complaint at the earliest opportunity.

The University's complaint process is designed to deal with complaints raised within three months of the event complained about, or within three months of the last in a continued series of events. Former students can use the student complaint process about matter relating to when they studied at City within three months of their last registered date as a student.

Your formal complaint should be acknowledged within five working days.

The University aims to resolve Stage 1 Complaints within 6 weeks, and Stage 2 and 3 Complaints in a combined period of three months. *For example, if your Stage 2 complaint was submitted on 10 June, and you progressed to a Stage 3 Complaint after receiving the outcome, a final Stage 3 outcome would be expected by 10 September.*

It is expected that the case handler for your complaint will keep in touch with you to advise you of any progress or delays with your complaint, particularly if it has taken longer than anticipated to resolve.

How and where do I submit a complaint?

For most complaints, students can raise an informal complaint with the staff member most directly involved in the event leading to your complaint. There is no form to complete – you may contact the individual staff member in person or via email.

If the complaint cannot be dealt with at that level your complaint will normally be referred to be dealt with via a formal Stage 2 complaint investigation.

If you are not happy with the outcome at the informal stage you can submit a formal Stage 2 complaint.

If you are dissatisfied with the outcome of your Stage 2 complaint, you may seek a Stage 3 Review.

Students wishing to submit a Stage 2 formal complaint or a request for Stage 3 review will need to complete the relevant form, both of which are available via the [Student Complaints area](#) of the *Help and Support* section on the Student Hub.

I think I have a complaint about a member of staff but don't want to talk to them directly – what should I do?

You can speak to an alternative members of staff such as your personal tutor, supervisor, programme director, head of department or course officer. If you are still not sure what to do, you can speak to a Student Adviser in the Students' Union Advice team – see the [advice pages on the Students' Union website](#) for further information.

What sort of evidence do I need to submit?

In order for your complaint to be investigated, you must include evidence to support your argument. The evidence should be clear, concise and directly related to your complaint. It is expected that your statement

and evidence will be organised and easily accessible for reviewers. There is no formal limit as to how much evidence you can submit, but note that it may be more difficult or more time-consuming to investigate your complaint if you submit a large volume of evidence. If the evidence is not available at the deadline to submit your complaint, be sure to submit your complaint anyway, explain why your evidence is delayed and submit your evidence as soon as possible.

How does the Complaints Procedure work with GetHeard@City (Unitu)?

Posting feedback on GetHeard@City (Unitu) does not constitute launching a formal complaint. However, there are certain instances where this could be considered an attempt at an informal resolution in line with Stage 1 of the complaints procedure.

If you post feedback on GetHeard@City (Unitu) and it is made visible to staff on the public board, you can expect an appropriate acknowledgement and update from staff. If you do not receive a satisfactory staff response within the given timeframe, this could be evidenced as an attempt of an informal resolution.

If I make a complaint, will it influence other decisions about me?

If you make a complaint it will have no bearing on other decisions made about you or your future progression and achievement at University. The only exception is where a complaint is pursued inappropriately (e.g. where it is not made in good faith), and in such cases disciplinary action may be taken against you.

What is the difference between an appeal and a complaint?

An appeal is made against a decision of an Assessment Board regarding a student's assessment, progression or award (for taught students) or against a decision relating to progression or examination results (for research students).

A complaint can be made about any aspect of the student experience or the wider University, including educational aspects, with which the student has a grievance (excepting those things covered by appeals). A complaint can be made on any grounds whilst the grounds on which a student can appeal are limited to those set out in the Appeal Regulations.

If you aren't sure how best to raise a concern, speak to your personal tutor, a member of staff in your School Administration Office or The Students' Union Advice Team.

I hold another position at the University – is this process for me?

We appreciate that some members of the University community may hold several positions with us e.g. as a student and a member of staff.

Any student who wishes to complain about matters relating to their student experience can use this process. If a member of staff wishes to complain about matter relating to their employment at City, they should refer instead to the relevant [HR policies and procedures available via the Staff Hub](#).

If you are unsure how best to direct your concern, you may wish to speak in the first instance to your personal tutor, supervisor, line manager or seek advice from the Students' Union Advice Team.

I don't understand the advice I have been given about my complaint. What do I do?

Speak to the person who responded to your complaint in the first instance to seek clarification. You may also wish to contact the Students' Union Advice Team who will be able to advise you and help you get the clarification you need.

What outcomes might I see after submitting a complaint?

As each complaint will be unique, outcomes from these can vary depending on the case. The most common outcomes from an upheld complaint are:

- An apology from the School and/or Service
- Corrective action where things have gone wrong
- Compensation for distress and inconvenience

We will always aim to learn from complaints so that preventive measures can be put in place to prevent future complaints on the area raised. An annual report on casework trends is discussed within the University and submitted to Senate.

What is the OIA?

The Office of the Independent Adjudicator (OIA) for Higher Education is an independent body which reviews student complaints against universities. The scheme is free for students to use. You can only apply to the OIA once you have exhausted the University's procedures and received a Completion of Procedures letter. Information on the OIA and the types of cases they will consider can be found on their website at oiahe.org.uk.

A student can take a complaint to the OIA within one year of receiving their Completion of Procedures letter. You will receive a Completion of Procedures letter automatically if your Stage 3 Complaint is not upheld. You can request a Completion of Procedures letter from the Student Experience (Casework) team by email to ace@city.ac.uk if your complaint has been partially upheld or upheld and you would like to take your complaint to the OIA for an independent review.