

STUDENT COMPLAINTS PROCEDURE

Version	2, September 2021
Approved by	Quality Assurance Committee
Next Date of Review	August 2022
UKQC- Advice and Guidance	<ul style="list-style-type: none">• Concerns, Complaints and Appeals
Awarding Body Reference	<ul style="list-style-type: none">• Student Complaints Procedure of Bath Spa University
Other reference Points	<ul style="list-style-type: none">• ESL Quality Assurance Manuals• Student Handbooks/ Course Handbooks
	<ul style="list-style-type: none">• Teaching and Learning Policy of ESL

Elizabeth School of London welcomes feedback from students and the wider community

ESL welcomes all feedback, whether positive or negative, and considers this to be a valuable source of information that will contribute to the ESL's continuous improvement of its services and the student experience. In order to ensure appropriate compliance, ESL follows and implements the Complaints Policy of Bath Spa University.

The information provided here offers guidance to students, staff and members of the public on how to raise a concern with ESL.

For students, staff and visitors to ESL:

- **Report or Support**
For reporting incidents that may include bullying and harassment, discrimination, mental wellbeing, sexual assault or sexual harassment; students are required to email (studentsupport@elizabetschool.com) regarding the incidents anonymously in order to receive support from an advisor.
- **Complaints Against Students**
ESL is to consider allegations of non-academic misconduct by students. The Procedure defines what counts as misconduct and explains the various roles involved in considering allegations, the range of penalties that may be imposed, avenues of appeal and reporting and monitoring arrangements.
- **Student Complaints**
ESL's Student Complaints Proforma provides a clear route for students to raise and resolve a complaint. It has been designed to be fair, efficient and transparent. Further details are provided below:

Scope of the Student Complaints Procedure

Who can submit a complaint under this Procedure?

- Current students
- Recent graduates
- A group of students making a joint complaint (via one nominated student)
- An authorised third party acting on a student's behalf (*exceptional circumstances only*)

Matters covered under the Procedure

- Provision or delivery of programmes or parts of programmes
- Inadequate services or facilities
- Decisions, actions or perceived lack of actions taken by ESL.

Matters not covered by the Procedure

- Admissions decisions
- Assessment outcomes
- Academic appeals
- Student (non-academic) disciplinary matters
- Student employment
- Matters already considered by a court or tribunal, unless formally paused

Making a complaint

To help facilitate an efficient and timely process for the complainant, the Student Complaints Proforma should be referred to before raising a concern either informally or formally.

Students are strongly encouraged to seek advice both prior to and during the use of the Procedure from the Students Welfare, their personal tutor or supervisor.

Matters of concern should be raised at the earliest opportunity and in any case no later than four weeks from the complainant becoming aware of the event, or sequence of events, giving rise to the complaint. Only exceptionally, and at the ESL's discretion, will a complaint raised after this timeframe be considered.

Stage One (Local, Informal Resolution)

A Stage One complaint involves raising awareness of the issue at the earliest opportunity, either in writing or verbally, and discussing it with the relevant staff in the school, department or service area (listed below). The majority of cases are satisfactorily resolved in this way.

Academic appeals

To request a review of assessment, mitigating circumstances or academic misconduct penalty decisions, contact the Programme Leader.

Admissions decisions

To raise an issue concerning admissions decisions contact the principal.

Course (School) related matters

To raise an issue, contact your course leader, tutor or to escalate the matter, your Programme Leader.

Course (Registration) related matters

To raise an issue, contact the Programme Leader.

Finance

- To raise an issue concerning tuition fees contact the Principal.
- To raise an issue concerned with student bursaries and scholarships contact the Principal.

Sustainability and Environment

For all matters and issues concerned with sustainability and the environment Head of Academics.

Stage Two (Formal)

When a complaint cannot be dealt with locally and informally to the satisfaction of the complainant, they may submit a Stage Two (Formal) complaint.

A Stage Two (Formal) complaint must be submitted in writing, via the **Student Complaint Form**. The objective of the form is to encourage the complainant to provide precise details of the nature of the complaint, summarise the outcome of Stage One, identify the service and/or persons involved, and specify the desired outcome.

Where a Stage Two (Formal) complaint is eligible for consideration, an investigation will be initiated. An investigating officer will not have had any direct involvement in the matter being investigated and they will normally be a member of ESL staff.

ESL must receive the Stage Two (Formal) complaint within 10 working days of the date of the outcome of Stage One, as determined by the relevant department, school or service area. Where an issue is raised formally before a reasonable attempt has been made for local informal resolution, ESL may refer the matter back to Stage One. Only in exceptional circumstances will the University permit Stage One to be bypassed.

Matters of concern should be raised at the earliest opportunity and in any case no later than three months from the complainant becoming aware of the event, or sequence of events, giving rise to the complaint. Only exceptionally, and at the ESL's discretion, will a complaint raised after this timeframe be considered.

Stage Three (Review)

A review of the findings of the Stage Two (Formal) complaint may be allowed, subject to the discretion of the Programme Leader or their nominee.



An application for review must be requested in writing (together with a copy of the original complaint and the Stage Two outcome letter) and received by Programme Leader (programmeleader@elizabethschool.com) within 10 working days from the date of the written notification of the Stage Two outcome. The grounds for review must be clearly stated as part of the application, in accordance with the ESL Procedure.

Office of the Independent Adjudicator for Higher Education (OIA)

Following the conclusion of the ESL's internal complaints procedure, should the resolution of the complaint not be to the student's satisfaction, they have the option to take their complaint to the Office of the Independent Adjudicator for Higher Education (OIA). The OIA is an independent body set up to review student complaints about higher education providers in England and Wales.

Where a case is considered eligible, the OIA will provide independent adjudication on the resolution of complaints, once the ESL's internal procedures have been exhausted. Their service is free for students. Further information can be found on their **website**. More information about OIA:

Office of the Independent Adjudicator for Higher Education (OIA)

Second Floor Abbey Wharf, 57-75 King's Rd, Reading RG1 3AB

Phone: 0118 959 9813

Website: <https://www.oiahe.org.uk/>

Contact us

For further clarification regarding the ESL's Student Complaints Procedure, please email: complaints@elizabethschool.com; programmeleader@elizabethschool.com