

If the decision of the Dean is to set aside the decision of the Associate Dean, in whole or in part, the complaint will be referred back to the Associate Dean with recommendations for reconsideration of the complaint and the Associate Dean will correspond directly with the student within 10 working days of the referral as to how they intend to implement the recommendations of the Dean. Within 28 working days of the letter being received, the Complaints Manager will send a Completion of Procedures letter.



If following the review the Associate Dean's decision is confirmed, a Completion of Procedures letter will be sent to the student with the Dean's report.



If the student is dissatisfied with the outcome response, they may refer their complaint to the Open University (OU) <http://www.open.ac.uk/cicp/main/validation/students-and-alumni/appeals-and-complaints>. If still dissatisfied with the OU's decision, the student may refer their complaint to the Office of the Independent Adjudicator for Higher Education (OIA)

Appendix 1. Formal Complaint Form

FORMAL COMPLAINT FORM

Students who wish to submit a formal complaint to NCIUL are advised to review the “Complaints Procedure for Students” prior to completing the complaint form. (<http://nciul.org/students-life/student-support/student-complaints-ap-peals/>).

Where appropriate, following informal attempts to resolve a matter of complaint (Stage 1), students may raise a formal (Stage 2) complaint to NCIUL by completing this complaint form. Information about informal resolution, the complaint form and guidance for completing the form are available at: <http://nciul.org/students-life/student-support/student-complaints-appeals/>.

Personal Details	
Full Name:	Student ID No:
Degree or programme name:	Year of study:
Full-time/Part-time or Distance Learning	
<p>Contact Information: <i>(Please note that this is the address NCIUL will use while consideration of the complaint is underway)</i> <i>(Please tick the preferred method of communication, if any)</i></p> <p>Address:</p> <p>Telephone No:</p> <p>Email:</p>	

	<p>Disability</p> <p>Do you have a disability and do you require any additional support or assistance to use this form or the complaints procedure?</p>
	<p>Complaint Summary</p> <p>Please provide a clear and concise (no more than 500 words) statement of the main issues or areas of dissatisfaction to be investigated including the dates of key events.</p> <p><i>(Note: The “Complaints Procedure for Students” specifies that a complaint must be raised within 28 days of the events complained about unless evidence is provided of an exceptional reason for the delay)</i></p>
	<p>Informal Complaint Action (Stage 1)</p> <p>Please describe steps taken to informally resolve your complaint prior to making a formal complaint. Where an informal resolution was proposed, please state why it was not satisfactory. If you did not attempt to resolve your complaint informally please describe why, exceptionally, informal action was not appropriate?</p> <p><i>(Note: in certain cases, NCIUL may decide that attempts at informal resolution have not been fully considered and will notify you what further actions may be required.)</i></p>

	<p>Resolution Please describe what action you wish to see taken to address your complaint.</p>
	<p>Additional Complaint Information Please, if necessary and as briefly as possible, provide relevant and significant details about main issues leading to the complaint and their impact on you. <i>(Note: details provided in this section may not be directly responded to but will be considered as they relate to the main issues identified in the complaint summary.)</i></p>

<p>Supporting Information</p> <p>Please provide a list of all information submitted in support of your complaint.</p> <p><i>(Note: Relevant information (e.g. emails, reports, letters, supervision records, etc.) should be submitted as evidence of the main issues in the complaint summary and informal resolution attempts you made. You should make specific references to evidence submitted.)</i></p>	
<p>Declaration and Submission</p> <p>By signing this form, I confirm that I have read and understood the Complaints Procedure for Students. I have submitted this complaint following completion of the informal stage or I have provided reasons for why I did not consider informal resolution appropriate in the circumstances.</p> <p>I understand that in order to investigate my complaint, members of staff referred to in the complaint will be made aware of the contents of this form and additional information, if necessary, and that they will have an opportunity to comment as part of the appeal investigation.</p> <p>Regardless of the outcome, no student who brings a genuine complaint under this procedure will be disadvantaged by NCIUL.</p>	
<p>Signed:</p> <p>(or type your name if submitting electronically)</p>	<p>Date:</p>

When you have completed all sections please submit this electronically or in paper form together with any supporting information to:

Complaints Manager (Complaints and Appeals)

NCIUL

Skylines

Village

Limeharbour

London E14

9TS

Telephone: 020 3846 1730

Email: info@nciul.co.uk

Name of policy or procedure:	Students Complaints Procedure
Document owner:	Registrar
Created:	09/2017
Last reviewed:	12/2/18
Responsibility for review:	Registrar Academic Board Equality and Diversity Committee
Date of next review:	09/2018
Related documents:	Disciplinary Policy
Approved by:	Academic Board September 2017
Equality impact Assessment undertaken:	09/2017
Version	
V 1.0	New Version