



MASTER THE GLOBAL
SPORTS INDUSTRY



UCFB/GIS Complaints Policy

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Owner: **UCFB/GIS**

UCFB/GIS Complaints Policy and procedure

1 Purpose

- 1.1 This document details how UCFB/GIS will deal with the resolution of complaints made by its students.

2 Scope

- 2.1 This policy applies to all students studying at UCFB/GIS, both at Undergraduate or Postgraduate level, and attending at any campus or via distance learning.

3 Equality impact

- 3.1 This policy is neutral in terms of equality-related issues.

4 Definitions

- 4.1 A complaint is defined as an expression of dissatisfaction by one or more students about the quality of service provided by UCFB, including dissatisfaction at actions or a lack of actions taken by UCFB/GIS. The complaint may relate to many areas of UCFB/GIS operation including: programme content and/or delivery, learning and teaching delivery (including resources), administrative policies, public information, procedures and processes and/or the conduct of a member or members of staff or other students (for example bullying or harassment may be the subject of a complaint).
- 4.2 This is different from an academic appeal which covers assessment issues. For information on this, please see the UCFB/GIS Academic Appeals Policy.

5 UCFB/GIS approach

- 5.1 UCFB/GIS is committed to providing our students with a high quality educational experience and to ensuring that students have a full opportunity to raise, individually or collectively, matters of concern. Where matters of concern are raised, UCFB/GIS aims to respond proportionately, fairly and in a timely matter.
- 5.2 UCFB/GIS reviews complaints made to it by students in order to support the ongoing enhancement of the student experience. Data relating to complaints made will be reviewed annually by Academic Board or one of its

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sub-committees. All complaints will be treated seriously and confidentially. The act of making a complaint will not be held against any student in respect of their progress, studies or their student experience.

6 Stages in raising a complaint

6.1 Where problems arise, all parties are encouraged seek a resolution as soon as possible.

6.2 Informal Complaint - Early Resolution:

The first stage in raising a complaint is an informal discussion of the matter. The complainant should discuss the issue with the persons/s concerned as soon as possible. Alternatively, they should seek to speak to the Resolutions Manager to support them with early resolution. The Resolutions Manager is contacted on the following email address: Complaints@ucfb.com. In both instances UCFB/GIS staff will keep a record of all communications. If the complaint cannot be resolved immediately, then the matter can be raised with the relevant Dean/Director of Service by the complainant, keeping the Resolutions Manager informed. An informal mediation meeting may be convened by the Resolutions Manager to resolve the matter.

6.3 Formal Complaint – Stage 1

If a complaint is not resolved by early resolution it can be progressed to Stage 1 of the Formal Complaint process.

Stage 1 of the Formal Complaint process must be started within two months of the incident/s that gave rise to the complaint, and within ten working days of any mediation meeting under the early resolution stage.

The complainant must make a formal submission on the *Student Stage one Complaints Form* to the Resolutions Manager detailing the complaint and providing any supporting evidence.

6.4 At this point, for students studying for an award of Buckinghamshire New University, the formal stage is dealt with by Bucks, and details will be passed by the Resolutions Manager to the Registry at Bucks to be dealt with. Students studying for an award of the University of East London (UEL) will be dealt with by conclusion of the initial formal stage by UCFB, as follows:

6.5 The Resolutions Manager will review the information provided and may also seek to interview any of the parties involved, to seek further information. At such an interview the parties may choose to be accompanied by a family member, friend or colleague, but not by a legal representative. The Resolutions Manager will formally respond to the complainant on behalf of UCFB/GIS with a decision on the complaint within a maximum of twenty working days.

The decision of the Resolutions Manager will be as follows:

- (i) Complaint dismissed
- (ii) Complaint upheld
- (iii) Complaint partially upheld.

6.6 If the Complainant accepts the outcome a Stage One Completion of Procedures (CoP) letter will be issued by the Resolutions Manager.

6.7 The Resolutions Manager is responsible for ensuring that any actions to be taken by UCFB/GIS in response to (ii) or (iii) are taken within a reasonable timeframe.

6.9 Formal Complaint – Stage Two

If the complainant is not satisfied with the stage one outcome, they may lodge a formal appeal for a further review of the complaint by UEL. The Resolutions Manager will forward full details of the complaint and investigation so far to the relevant office in the UEL Registry.

7 Appeal to Validating Body/Office for the Independent Adjudicator (OIA)

7.1 In the event that the complainant is not satisfied with UCFB's handling of their case, they may lodge an external appeal with the validating body (either the University of East London (www.uel.ac.uk) or Buckinghamshire New University (www.bucks.ac.uk), or directly with the Office of the Independent Adjudicator (www.oiahe.org.uk), within the timeframes set out by those bodies.