



LONDON
COLLEGE OF
INTERNATIONAL
BUSINESS
STUDIES

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Complaints Procedure

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Introduction

What is a complaint?

- 1 You may decide to make a complaint if you think the service you have received is unsatisfactory in some way and you want it to be investigated. The College will deal with such matters in a fair and timely manner, keep you updated with the progress of the investigation, and write to you with the outcome. Making a complaint will not disadvantage you as a student (see more information under General Principles).

What can I complain about?

- 2 You can complain about your experience as a student including:
 - Failure by the College to meet obligations including those outlined in course/student handbooks or the Learner Agreement.
 - Misleading or incorrect information in prospectuses or promotional material and other information provided by the College
 - Concerns about the delivery of a programme, teaching or administration
 - Poor quality of facilities, learning resources or services provided by the College
 - If you feel you have been bullied, harassed or discriminated against¹

What can't I complain about?

- 3 There are some things you can't complain about using these procedures:
 - The process or results of the assessment of academic work - instead use the Academic Appeals process.
 - Concern or dissatisfaction about a decision made under another regulation, such as academic misconduct, disciplinary or fitness to practise
 - Accusing another student of misconduct (not academic misconduct) – in that case the allegation will be dealt with under the Student Disciplinary procedures.
 - If an employee of the College is accused of misconduct – in that case the allegation will be dealt with under the Employee Disciplinary procedures.

Where to go for help

- 4 If after reading this document you are still unsure about what to do, please call the Registry, tel: 0207 272 1004 or e-mail: registry@lcibs.co.uk

General principles

- 5 These guidelines are primarily aimed at helping students to understand the process. Additional information for employees is available; see the separate staff guidelines on student complaints. The guidelines have been produced in the spirit of the Learner Agreement. See the end of this document for further definitions and information.



- 6 All complaints will be treated as confidential, and will be handled with sensitivity by the Student Welfare Officer or any other College employees involved, at every stage of the process.
- 7 All LCIBS enrolled students have the right to complain to the College and to have their complaint taken seriously.
- 8 If other College procedures are in use at the same time as a complaint is submitted the investigation will continue, unless there are good reasons for one of the procedures to be put on hold pending the outcome of a matter.
- 9 Evidence submitted as part of one procedure will be deemed to be available to be used in other procedures as appropriate. The College have the right to consider a complaint under another procedure if it is deemed to be more appropriate to do so. Reasons for this will be noted, and communicated to the student at the earliest opportunity.
- 10 Students enrolled at a partner institution should refer to the procedures of that institution in the first instance. Complaints which cannot be resolved locally and progress to the Formal Stage will be dealt with under these procedures, in conjunction with Partner staff.
- 11 Students who are considering making a complaint should seek the advice and guidance of Student Representatives, as some issues are better dealt with at Program Committee level (or similar).
- 12 A group of students can use this procedure to make a collective complaint. However, the following criteria must be met before the complaint will be accepted:
 - a One member of the group must be identified as the main contact for purposes of communication.
 - b Each member of the group must submit their consent in writing and agree to abide by these regulations. The Student Welfare Officer will speak to each individual to ensure they have not been coerced into agreeing to the complaint.
 - c The College will work on the assumption that any discussion or agreement with the main contact will be with the consent of the rest of the group.
 - d It should be noted that if this option is taken, the whole group must accept or reject the outcome. A student that has entered into a group complaint may not then decide to make the same complaint as an individual.
- 13 Malicious or frivolous complaints will be rejected at the earliest stage, and written reasons will be given. Students found to have submitted such a complaint may be subject to disciplinary action.
- 14 Students are encouraged to pursue any complaint themselves, however in some instances a complaint can be pursued by a third party, such as a parent or guardian. In such cases the following criteria must be met before the complaint will be accepted:



- The student must provide written confirmation they have given their permission for that person to act on their behalf before the complaint will be considered.
- The Student Welfare Officer will speak to the student to ensure they are the author of the complaint and agree to abide by these regulations.
- The complainant must agree to accept that they will be copied in to all correspondence from the College, and the College will not accept any responsibility for the actions of the third party.

The Student Welfare Officer will accept withdrawal of permission if made in writing by the student.

- 16 Raising a complaint gives the College permission to investigate the facts and to discuss the matter with appropriate people. Information submitted will remain confidential, as far as this is consistent with other party's right to know details of any allegations that are made against them. However, it should be noted that if a complaint names specific members of staff, those staff will be entitled to see the written complaint. If the student is unhappy with such disclosures, he/she must make this clear on the complaint form, and he/she will be advised of the extent to which we are able to process the complaint.
- 17 If a complaint has elements relating to different areas of the College, each area may have to undertake a separate investigation. This may lead to delays in the investigation being completed, although the College will always take steps to try to ensure this does not happen.
- 18 Generally complaints will be treated as being against LCIBS and not against individual members of staff. Accordingly, any resolution will usually be offered by the College rather than by an individual.
- 19 A written record will be kept of all meetings and telephone calls and retained in a confidential file.
- 20 Every effort to work within the published timescales will be undertaken, however, where necessary timescales may be extended as long as all parties are updated on the progress of the investigation on a regular basis.
- 21 The College will be as transparent as possible in responding to a complaint. Requests for access to certain documents will be considered within the boundaries of the Data Protection Act 1998 or the Freedom of Information Act 2000.
- 22 New evidence which is relevant to the original complaint may be submitted as it becomes available; however this may increase the length of time taken to deal with the case.
- 23 Investigations into complaints will be carried out in a timely, objective and thorough manner, and any judgment made will be on the basis of the evidence provided by all parties. Whenever possible an investigation will be carried out by a member of staff who is independent of the situation.

- 24 If legal action is pending, the College reserves the right to suspend internal investigations until such a time as the legal action is resolved.
- 25 Complaints will not be rejected on the grounds of minor procedural errors on the part of the complainant. Examples of minor procedural errors may include (this list is not exhaustive):
- Documents not being signed or dated (they should be returned for completion and then actioned)
 - Complaints being received out of time. The complainant should be asked to explain why they are out of time – if the explanation is reasonable, the complaint should be processed
 - Minor discrepancies in factual data, such as dates, names etc. being incorrect

Jurisdiction

- 26 Complaints about the admissions process should be directed to the Admissions Service.

Procedure

See: **Appendix 1: Student complaints process diagram**

Stage 1 - Informal

- 27 Complainants **MUST** attempt to resolve complaints locally before a complaint can be escalated to the formal stage. Complaints will not be accepted straight to the formal stage.
- 28 This approach is generally more effective as it offers a quick solution and avoids the inevitable delays incurred in submitting and processing a formal complaint. The student should raise any concerns as soon as possible, and in any case within 20 days of the issue arising.
- 29 The student should contact in writing the, Programme Leader or other senior member of staff. They should give full details of their complaint and ensure they include any relevant evidence. Examples of appropriate evidence may be copy emails, screenshots, reference to the specific area of a publication, dates of meetings, etc. An acknowledgement of receipt of the complaint should be sent to the student within 48 hours and confirmation of the expected outcome date which will be within 10 working days of receipt.
- 30 **The outcome must be recorded on the Record of Informal Complaint Form, [see Form 1](#)**, and forwarded to the student, along with any additional evidence and including reasons for the decision
- 31 Anonymous complaints are normally ignored and will only exceptionally cases can be progressed. Unsigned complaints can only be accepted if they are submitted via email. Hard copy forms (i.e. delivered by hand or post) which are unsigned will be returned



to the sender with a request for resubmission (if anonymous they will be ignored). It is a requirement that every area that deals with any student complaints must keep a record of those complaints (please contact the Student Welfare Officer for a template). Those records will be made available to the Student Welfare Officer at regular intervals during the year.

Stage 2 – Formal

- 32 If there is no preliminary resolution, or the student remains unsatisfied with the outcome of the informal stage, within 10 days of receiving the College's written response to the informal complaint, the student should submit their formal complaint in writing on a **Notification of formal complaint form** ([see Form 2](#)) and send it to the Student Welfare Officer. It is important to include as much relevant information as possible, and submit the form with supporting documentary evidence. If a complaint is about or concerns the Student Welfare Officer, it should be addressed to the Head of quality Assurance. Anonymous complaints will not be accepted (see 34 above).
- 33 The Student Welfare Officer will conduct an initial review of the complaint to confirm whether it can be accepted for investigation. If the complaint cannot be accepted, the student will be informed, with full reasons why, and advice on any further action they may take.
- 34 The key questions considered in the initial review will be:
 - Is this the appropriate procedure for the matter raised to be considered under?
 - Was early resolution attempted? If not, can it be referred back to that stage?
 - Is it clear what the complaint is about, and which areas of the College are involved?
 - Has appropriate evidence been provided?
 - What outcome is the student hoping for? Can that outcome be achieved?
 - Is the complaint suitable for mediation?
 - Should any assistance or support be provided to the student in taking this forward?
- 35 If the complaint is accepted the Student Welfare Officer will refer the complaint to a Complaint Panel member who has had no previous involvement in the subject matter of the complaint.
- 36 The Complaint Panel member will appoint an Investigating Officer as soon as possible. They will carry out an investigation into the complaint within the timelines prescribed below. The Student Welfare Officer will offer advice and guidance on any aspect of the procedure as required. The College considers it to be of great importance that a thorough and unbiased investigation is carried out.
- 37 If a complaint is sent directly to the Dean or another member of the Senior Management Team, they will refer it to Student Welfare Officer in the first instance.



The investigation

- 38 Within 48 hours of the referral, the Investigating Officer will contact the complainant to confirm the main issues detailed in the complaint, and let them know the expected outcome date.
- 39 The Investigating Officer will undertake a thorough investigation into the matters raised in the complaint, and compile a report setting out their findings and recommendations.
- 40 The Investigating Officer will aim to conclude the investigation within 15 working days of receiving the complaint, however this will depend on a number of factors, for example (this list is not exhaustive): the nature and circumstances of the complaint, the availability of resources and the availability of any members of staff or students who need to be interviewed.
- 41 The Investigating Officer will continue to keep the complainant informed of when they expect to conclude the investigation.
- 42 The investigation report, which must be forwarded to the Complaint Panel Chair (copy to the Student Welfare Officer), must confirm whether the complaint is upheld (fully or partially), or is not upheld, with detailed reasons given to support the decision. Each point raised by the complainant must be addressed individually and a detailed response made within the report. The report must also list details of the investigation, including any meetings held (either in person or by telephone) as well as all evidence considered as part of the investigation.
- 43 All parties to the complaint have the right to see any and all evidence pertinent to the matter.
- 44 In certain circumstances, in order to facilitate the investigation, the Investigating Officer has the discretion to hold a meeting with the relevant parties including:
- the complainant
 - any employee or student involved in the case

Investigation meeting

- 48 During the investigation, the Investigating Officer may hold meetings with all or any of the parties involved in the matter. The intention of holding a meeting is to give all parties a chance to air their views, and to clarify the salient points the complainant wishes to raise. The meeting should be conducted in as informal manner as possible. Although the complainant and respondent would always be encouraged to present their case in person, all parties can ask to be accompanied to the meeting by one other person for support; this may be a friend, colleague or student representative. Neither party can be accompanied by legal representation. It should be made clear that if either the complainant or respondent choose not to attend the meeting it will not prejudice the investigation; however the outcome will be reliant on the evidence available at the time.
- 49 Meetings will follow the format:



- Introductions will be made.
 - The complainant (or their representative) will be asked to explain the issue and present any supporting evidence. Questions may be asked to clarify certain point
 - Other parties to the complaint will be given an opportunity to respond to the complaint. Questions may be asked to clarify certain points.
- 50 Notes must be made during the meeting, which will be held on file and forwarded to the Student Welfare Officer with the investigation report.
- 51 An agreement of the outcome may be made at the end of the meeting. In some circumstances the Investigating Officer will wish to make further investigations, in which case, he/she will confirm to the complainant when the outcome is likely to be known.

Outcome of the investigation

- 52 On receipt of the investigation report the Complaint Panel Chair will consider the case and make a decision whether or not to accept the findings. This decision must be communicated to the Student Welfare Officer within 2 working days.
- 53 The Student Welfare Officer will be responsible for making a formal response to the complainant, and this will be sent to him/her within 3 working days of receiving the written report and confirmation of the decision from the Complaint Panel Chair. The response will include recommendations for resolution, which may include one or more of the following (this list is not exhaustive):
- That there is no case to answer and the matter should not be pursued; or that it should be pursued under another procedure.
 - That the complaint appears to have substance and is sufficiently serious to warrant an apology.
 - Another form of redress that can be offered to the student in writing.
 - That the matter is a disciplinary one in which case the matter should be referred under the relevant disciplinary procedure and the complaints procedures is discontinued. In that case the complainant will be updated, but may not learn the outcome of the disciplinary procedure, due to data protection legislation.
 - That the complaint is frivolous, malicious or vexatious in which case it will not be pursued and a disciplinary allegation may be made against the student.

Correspondence from the College regarding the complaint

- 54 Every attempt will be made to resolve the complaint within 15 working days of receiving it, although sometimes this time frame may be extended in order for all relevant parties to be allowed time to respond to any queries etc. Where this is the case, the Investigating Officer will email all parties by no later than the 15th working day to inform them of the revised timescales.
- 55 Once the investigation is completed a report will be written. The report must include information about why the complaint has not been upheld or confirmation that it has,



and details of any redress and/or remedial action which is being offered.

Recommendations for improvements in practice or regulations will also be included in the report.

- 56 The report must be submitted to the Complaint Panel Chair, with a copy to the Student Welfare Officer. The Complaint Panel Chair must confirm in writing to the Student Welfare Officer whether they accept the findings within 48 hours of receipt.
- 57 The Student Welfare Officer will write to inform the student of the outcome, and include a copy of the investigation report and any other appropriate documents.
- 58 The outcome letter will also include information about the next stage of the complaints process. The student will be requested to confirm if they accept the proposed resolution and any related form of redress, within 10 days of the date of the outcome letter.
- 59 The student may confirm in writing they wish to accept the recommendations and the redress, in this case the formal complaints procedure is then closed. Alternatively the student may confirm in writing they wish to decline to accept the proposed resolution and the redress. He/she must then decide whether to pursue the matter, or not. If not, no further action is required. If they do wish to progress to the next stage, they should go to Stage 3 – Request for Review (see below) N.B. – this must be done within 10 days of receiving the outcome letter. If a response is not received from the student within 10 days, it will be assumed that the student has accepted the outcome and no further action is required.
- 60 If the student does not respond at this stage a Completion of Procedures letter will be issued once the 10 day deadline has passed which states that the matter is closed and that the complainant has not completed the College procedures in full.
- 61 If the Student Welfare Officer accepts the recommendation that the complaint is frivolous, malicious or vexatious, an allegation may be made against the student under the Student Disciplinary Procedures which will then govern the case.

Redress

- 62 Redress is what is offered to the complainant if the investigation concludes that there should be a remedy offered to address the problems raised. Redress will fit the circumstances of the case and may include one or more of the following:
 - an apology
 - an opportunity to repeat the experience under better circumstances (not applicable to academic assessment process or results which constitute academic judgment)
 - the return of tuition fee, or proportion of fee, or other financial compensation
 - the provision of a change to the organisation or nature of the College's service or facilities or regulations if found at fault
 - any other appropriate action such as counselling or other support.
- 63 The Decision letter notifying the redress is kept on the student's personal file and is treated in accordance with the Data Protection Act and the College's data retention



policy. If a request for review (see below) is not received within 10 days then the Decision letter constitutes the final stage of the College's procedures.

Other outcomes

- 64 When a complaint is made about a named member of staff, the investigation will consider the evidence available, including interviews with all parties. If the investigation finds clear evidence of bad practice the matter will be referred to the Grievance Procedures (contact Human Resources for more information). It should however be noted that the complaint investigation in no way implies any assumption of fault on the part of the employee.

Stage 3 - Request for Review

- 65 Please note – a request for review does not necessarily constitute a new investigation, but in the first instance is intended to ensure the College procedures have been correctly followed. If the complainant is not satisfied with the outcome of the formal complaint they can request a review of the case using the grounds detailed below, providing that it meets the following criteria:
- submitted in writing using the Request for Review form ([Form 3](#))
 - sent to the Manager of Student Services and received within 10 days of the date of the outcome letter;
 - specifies the grounds of request for review as below;
 - accompanied by supporting evidence if any;
 - signed and dated by the student.
- 66 The valid grounds for Request for Review are (one or more may be used):
- material procedural irregularity
 - disregard of material evidence
 - perversity of judgment in the face of the evidence presented
 - demonstrable bias or prejudice on the part of any person forming the judgment
 - the redress is not proportionate to the complaint
 - new evidence has become available which may have a material bearing on the outcome of the complaint
- 67 The Request for Review must clearly explain the reasons for each of the grounds claimed. If full reasons are not given the Request for Review will not be accepted.
- 68 If a Request for Review is received within 10 days, and satisfies the above criteria, the Manager of Student Services (or their nominee) will review the case to establish how the complaint was handled, and whether the outcome was fair.
- 69 The Manager of Student Services (or their nominee) will compile a report within 15 days confirming whether or not the request for review has been upheld and will indicate one or more of the following:
- whether the complaint was dealt with correctly under the procedure



- whether any variation in the procedure was material and led to a prejudicial or unreasonable outcome
 - whether the case should be referred for further investigation
 - whether the case should be referred to another College procedure (eg Academic Appeal Procedure)
 - whether by submitting a request for review the matter is deemed to be vexatious
 - the full reasons for the decision
- 70 A response will be sent to the complainant within 15 working days of receiving the Request for Review, including information about how the decision has been reached and any other relevant information.
- 71 If there is no further action to be taken this letter will constitute the Completion of Procedures Letter, and will include information to the student of their right to take the matter to the Office of the Independent Adjudicator.

Complaint to the Office of the Independent Adjudicator

- 72 If a complainant is still unhappy with the outcome after all the College's internal procedures have been completed they may complain to the Office of the Independent Adjudicator for Higher Education (OIA).
- 73 Any complaint to the OIA must be submitted within 12 months of the Completion of Procedures letter being received by the student (see page 8). The OIA will not normally consider complaints which have not followed the College's procedures through all stages, including appeal.
- 74 The Office of the Independent Adjudicator for Higher Education may be contacted at:

Office of the Independent Adjudicator
Second Floor
Abbey Gate 57-
75 Kings Road
Reading
RG1 3AB

Tel: 0118 959 9813

Email: enquiries@oiahe.org

Website: www.oiahe.org.uk



Additional information

Rights of complainant and respondent

- 75 The student and respondent have the right to be accompanied at any meetings by a representative. Neither party can be accompanied by legal representation
- 76 At all stages of the procedure disabled students have a right to reasonable adjustments under the Equality Act 2010. Other students may be provided appropriate support depending on available resources.
- 77 A person who is the subject of a complaint has the right to be represented, to express their side of the matter to staff dealing with investigating the complaint, and see all evidence associated with the case.
- 78 If the respondent feels aggrieved at the result they may ask to meet the Student Welfare Officer who will give them a full explanation of the decision.
- 79 Like the student who made the complaint, the respondent has the same right to Request a Review.
- 80 The College makes training available to all relevant employees in appropriate handling of complaints under these procedures.

Other conduct issues

- 81 The College has zero tolerance towards those whose behaviour is considered to be unacceptable and will take action to protect its staff.
- 82 The College's definition of unacceptable behaviour includes communicating with the College in a malicious, vexatious or aggressive manner for example:
- Making frivolous complaints, or multiple complaints regarding the same subject
 - Acting in a threatening manner either verbally, through an e-mail or by letter
 - Making claims that are knowingly false or unfounded.
- 83 If the behaviour of a complainant is unacceptable the College will normally tell the complainant why their behaviour is considered unacceptable and give them an opportunity to amend it. If the behaviour continues, the College will take action.
- 84 Action that may be taken may include but is not limited to:
- requesting contact in a particular form (for example letters only);
 - requiring contact to take place with a named person;
 - restricting telephone calls or emails to specified days and times;
 - asking the complainant to appoint a representative to correspond with us;
 - asking the complainant to enter into an agreement about their conduct.
- 85 Where a complainant continues to behave in a way considered to be unacceptable, the student may be referred under the College disciplinary procedure and/or the College will cease consideration of the case and issue a completion of procedures (CoP) letter.



- 86 Where the behaviour is so extreme that it threatens the immediate safety and welfare of staff, the College will consider reporting the matter to the Police or taking legal action.

Monitoring and reporting

- 88 The application of the procedures will be monitored, including protected characteristics, by the Student Welfare Officer, in accordance with the College's duty under s.149 (public sector equality duty) of the Equality Act 2010, to ensure consistency of approach and compliance with relevant legislation.
- 89 On an annual basis a summary report of complaints received will be reported to the College's Advisory and Academic Board, although the report will not include any personal details about the complainants (such as name, student number etc.).
- 90 The Dean and Programme Leads are responsible for monitoring actions taken in response to complaints in their Programmes and for applying lessons learned in their areas. The Student Welfare Officer will contact them at regular intervals throughout the year to ensure the recommendations made have been actioned. This information will be included in the Student Complaints Annual Report.

Further information and definitions

- 91 If required this document can be made available in an alternative format such as Braille, tape, disc, email or a larger font size. Please let us know what you need by contacting the Student Services.
- 92 All College formal documents relate to the policies, strategies, procedures and regulations of the College having been approved by the appropriate formally recognised and constituted body. All College employees and students are required to adhere to the formal processes, procedures and regulations of the College.
- 93 This document should not be read in isolation as other College processes/formal documents could be relevant. A full listing of all formal documents is available on the College's website. Any interpretation of this formal document will be at the discretion of the Manager of Student Services.
- 94 All previous versions of this document shall be rescinded.
- 95 The names of committees and titles of posts may change from time to time. This shall not invalidate the powers of the equivalent successor committees or post holders.



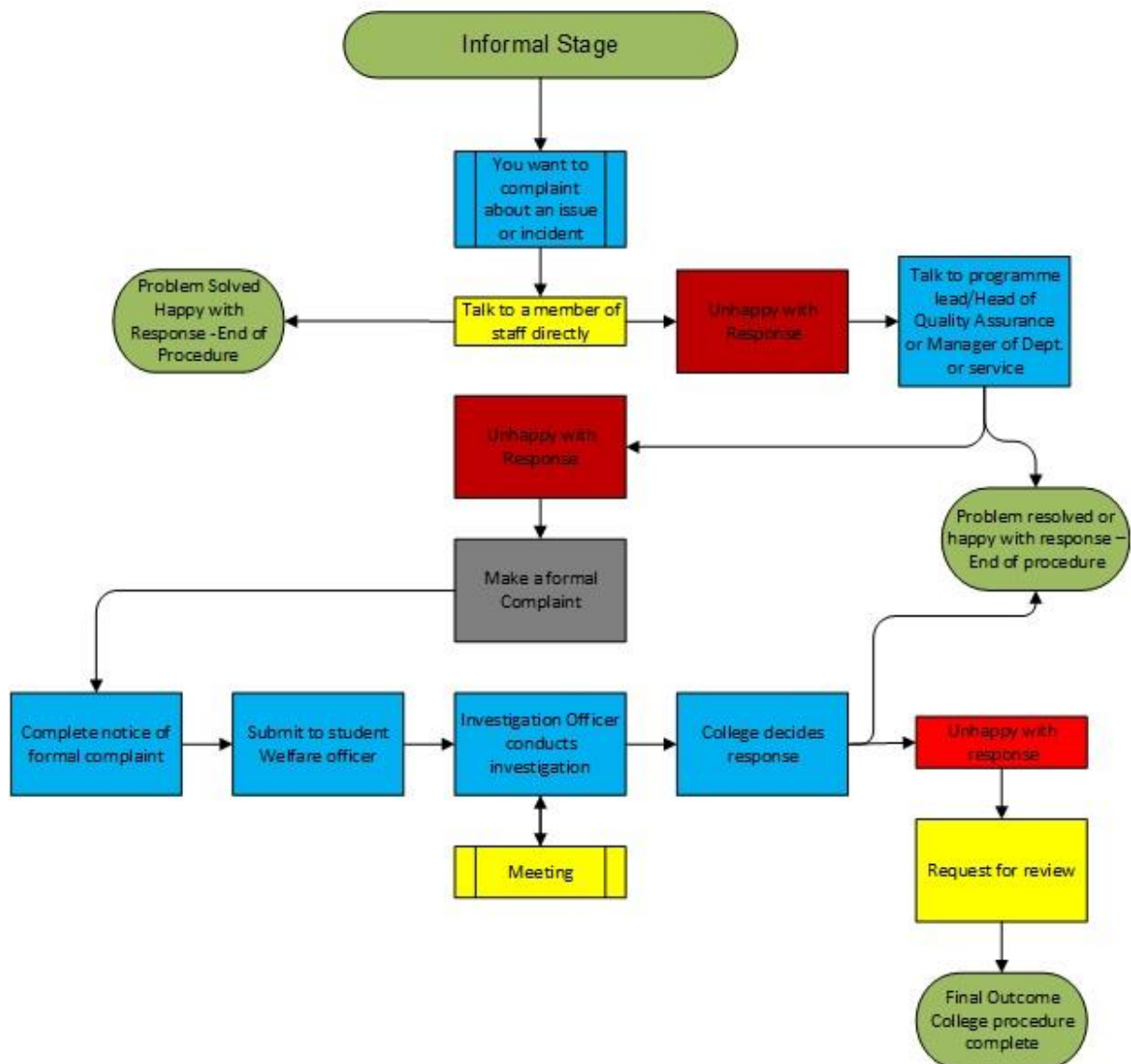
Definitions

- 98 **Learner Agreement:** This agreement has been created by the College to encourage the commitment of all students and employees to the principles of partnership and to make clear the basis on which that partnership rests.
- 99 **Complaint:** means either an oral statement or note made to a College employee at the informal stage, or a written notification on a Notification of formal complaint form at the formal stage.
- 100 **Days:** means working days which for the purposes of these procedures are Monday to Friday, other than bank holidays and days when the College is closed to students and employees.
- 101 **Respondent:** is any person who is the direct subject of a complaint and who has rights to be interviewed, see evidence, participate in meetings, be informed of the outcome and be appeal against it. It may also mean the person who is representing the College area that is being complained about and who is responding on the College's behalf.



Appendix 1: Student complaints process diagram

Appendix 1: Students
Complaints Process





Appendix 2: Frequently Asked Questions (FAQs)

1. Where can I obtain a copy of the Student Complaints Procedure?

You can download it from the College website (www.lcibs.co.uk)

Request a copy by emailing: registry@lcibs.co.uk or calling: 0207 272 1004

2. What can I complain about?

- ✓ Failure by the College to meet obligations including those outlined in course/student handbooks or the Learner Agreement.
- ✓ Misleading or incorrect information in prospectuses or promotional material and other information provided by the College
- ✓ Concerns about the delivery of a programme, teaching or administration
- ✓ Poor quality of facilities, learning resources or services provided by the College
- If you feel you have been bullied, harassed or discriminated against

3. What can't I complain about using these procedures?

- × The process or results of the assessment of academic work - instead use the Academic Appeals process.
- × Concern or dissatisfaction about a decision made under another regulation, such as academic misconduct, disciplinary or fitness to practise
- × Accusing another student of misconduct (not academic misconduct) – in that case the allegation will be dealt with under the Student Disciplinary procedures.
- × If an employee of the College is accused of misconduct – in that case the allegation will be dealt with under the Employee Disciplinary procedures.

4. Who can I contact to get advice from if I am unsure about any aspect of the Complaints Procedure?

The College Student Welfare Officer, email: registry@lcibs.co.uk, or call into the Docks Manager office Surrey Quays Road SE16 2XU or telephone 0207 272 1004

5. What are the timescales for submitting a complaint?

It is always recommended that you submit your complaint as soon as possible, but you must do so within 20 working days of the issue happening.



6. Can someone else complain on my behalf?

It is encouraged that you submit the complaint yourself. However, if you feel unable to do so for any reason, a complaint CAN be pursued by a third party (usually a parent or partner). In this case the student MUST supply written confirmation they have given their permission for that person to act on their behalf.

7. Can a group of students submit a complaint?

Yes, although one member of the group must be elected to speak on behalf of everyone and all correspondence will be directed through that person. All of the complainants must provide written authorisation before the complaint can be accepted.

8. Will my complaint remain confidential?

As far as it is practicable your complaint will always be treated in confidence and be treated with sensitivity by any employee dealing with it. You should note that if you are complaining about a person (such as another student or employee), they are entitled to see the details of your complaint. Other than that, only those employees who are involved in the various stages of the complaint will have access to the documents and evidence related to your complaint, and they will treat the information with respect and confidentiality at all times.

9. Can I bring someone as support to any meetings?

If a meeting is arranged to discuss your complaint, you may bring someone as support, this person can speak on your behalf, if you feel unable to do so. You may choose to bring a friend, colleague or Student representative member. As a courtesy, please let the meeting organiser know in advance who will be coming with you. A legal adviser, such as a lawyer, may not represent either you or the College.

10. What information should I include in my complaint?

The most important things to include are:

- Be clear what your complaint or grievance is really about.
- Tell us outcome you hope to achieve.
- Include information about the relevant facts – what, where, when.
- Your name, student number and contact details.
- Any additional documents, such as written statements from third parties etc.

11. Will I be treated differently by my tutors if I make a complaint about them?

It is the College's Policy that no student bringing a complaint, whether successfully or otherwise, will be treated less favourably by any member of staff than if the complaint



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had not been brought. If evidence to the contrary is reported then the member of staff may be subject to disciplinary proceedings.

12. What outcome can I expect to get if my complaint is upheld?

As the College prefers to remain flexible in its approach to complaints and possible outcomes, it is difficult to predict what outcome any individual complaint may achieve.