

MALVERN INTERNATIONAL STUDENT COMPLAINTS POLICY and PROCEDURE

1. PURPOSE AND SCOPE

This document contains our Student Complaints Procedures.

The scope of the procedures is restricted to complaints in respect of all aspects of students' experience at the Centre, including services and facilities provided by the Centre.

2. PRINCIPLES

- 2.1 Students may ask for information, advice and help in making a complaint from anyone they wish. At any stage, the student has a right to be accompanied/represented by another person who may speak on the student's behalf if they require it.
- 2.2 Malvern welcomes comments and suggestions from students as to how the Centre might enhance its effectiveness and/or improve its service. Students are encouraged to give suggestions through the student voice group and/or student representatives.
- 2.3 The Centre recognises that from time-to-time students may have complaints about Centre provision and services they receive from its staff.
- 2.4 These procedures aim to provide a simple and comprehensible means by which students may raise comments, suggestions, and complaints with appropriate staff.
- 2.5 The Centre will ensure that the service and care provided to any student making a comment, suggestion or complaint will not suffer in any way as a result of the action taken, but the Centre expects that students will not engage in frivolous or vexatious complaints.
- 2.6 The Centre will maintain the confidentiality of comments, suggestions, and complaints as far as possible. However, the service provider should normally be informed that a complaint has been made and that it is being investigated.
- 2.7 The above paragraph does not in any way prejudice existing procedures for dealing with staff disciplinary matters.

3. Complaints Procedure

3.1 Informal Stage (refer to 2.1 above):

It is hoped that many problems will normally be dealt with informally, in a spirit of conciliation without the need for recourse to a formal procedure. As a first step, a student who is unhappy with the service they have received, should try to resolve the matter with their personal tutor or with their Academic

Manager/Director. Many cases, that person can best respond to the complaint. However, if the response to the informal complaint is unsatisfactory the student has the right to use the formal complaints procedure set out below. A student should only use this formal complaints procedure if they consider that the complaint is too serious to be dealt with informally or is dissatisfied with the results of informal discussions.

3.2 Centre Stage

If the student wishes to make a formal complaint under these procedures, they must raise the complaint with the Centre Director within one month of the event concerned.

Written complaints involving the Centre Director should be sent to the Operations Director, Malvern University Partnerships, directly via email or by completion of the Malvern complaints form available via the Student Services team who are based in the Centre.

The Centre Director will normally respond in person to the student's letter within five working days. If the Centre Director thinks that the complaint needs further investigation, they will explain to the student how the complaint will be processed. The complaint will be investigated fully (normally this will also involve an invitation for the student to discuss the complaint in person) and the student will normally receive a written response within ten working days.

If the student is satisfied with the response received, and does not wish to take the complaint further, the information gained from the complaint will be used to improve the service provided by the Centre.

3.3 Appeals

If the complaint is not resolved within ten working days or is unsatisfactory to the student, the student should refer the complaint to the Operations Director, Malvern University Partnerships, by contacting them directly.

The Operations Director will investigate the complaint (normally this will involve an invitation for the student to discuss the complaint in person with themselves or a person they have nominated) and the student will normally receive a written response within ten working days.

If the student is satisfied with the response received, and does not wish to take the complaint further, the information gained from the complaint will be used to improve the service provided by the Centre.

If the student is not satisfied with the response, the Directors will convene a meeting of a Complaints Committee. Prior to the meeting the aggrieved student will be informed of the right to be represented at the hearing.

3.3.1 Composition of the Complaints Committee

No member of the Complaints Committee shall have had any previous connection with the case. The Complaints Committee will be comprised of:

The complainant

One Member of Board of Directors, or, the Centre Director or Academic Director/Manager, or the HR (Human Resources) Manager (as appropriate)

One Centre Administrator from the Student Services team, One Student Representative, One Teacher

3.3.2 Terms of Reference for Appeals

The terms of reference of the Complaints Committee shall be:

- i) to consider a student's complaints in respect of her/his experience at the Centre, including services and facilities provided by Centres or any support departments.
- ii) to report its decisions to the Board of Directors and Student Representatives where appropriate.

3.4 Final appeals

If the student is not satisfied with the results of the appeals stage, they are encouraged to contact the accrediting bodies for the centre:

- **NCUK:**
 - Address: WeWork, No. 1 Spinningfields, Quay Street, Manchester, M3 3JE
 - Phone Number: +44 (0)161 549 9220
 - Contact Form can be found at this [link](#)

APPENDIX A: PROTOCOL FOR MEETINGS OF A COMPLAINTS COMMITTEE

1. The Chair shall confirm to the parties the nature of the grievance.
2. The Chair will ask the aggrieved student (or representative) to present their case in support of the grievance, and to introduce any witness(es) in support of the grievance.

3. The Committee may ask questions, through the Chair, of the student and/or representative and/or their witness(es) at any time.
4. The Chair will ask the person against whom the grievance has been raised to respond to the grievance, and to introduce any witness(es) in support of the response.
5. The Committee may ask questions, through the Chair, of the person against whom the grievance has been raised and their witness(es) at any time.
6. The Chair will ask the student (or representative) bringing the grievance to summarise their case.
7. The Chair will ask the person against whom the grievance has been raised to summarise their case.
8. The parties will be asked to leave the meeting and the Committee will consider the evidence that has been heard and may at this stage choose to reconvene the hearing to a later date in order to obtain further evidence or advice from other parties. Should this be the case, all parties will be invited to attend the reconvened meeting.
9. The Chair will announce the Committee's decision, either by calling the parties together or in writing. The outcome of the hearing will be confirmed in writing within five working days.