

ONCAMPUS Student Complaints Policy

22 September 2023

Policy Reference Number:

Document Control

Current Version Number	1
Date of Last Review	October 2021
Date of Next Review	July 2025
Expiry Date	NA

Amendment History

Version No.	Date	Summary of Amendment	Author

Document Reviewers

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Relevant Documents

Policy
NA
Legislation and Guidance
The Office of the Independent Adjudicator for Higher Education: www.oiahe.org.uk Office for Students Complaints Process: https://www.officeforstudents.org.uk/for-students/ofs-and-students/complaints/

Approved by:	Signature	Date
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Student Complaints Policy and Procedure

If you need a copy of this policy in a different format and/or wish to request any adjustments on the basis of a disability which will enable you to access the procedure effectively, please contact the Student Complaints Team at studentcomplaints@oncampus.global

Please note, students who have a complaint relating to any form of sexual violence should please contact their Centre Director in the first instance for help and advice.

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1. Introduction

1.1 **ONCAMPUS** hope that all students are satisfied with every aspect of their course and enjoy their time studying with the centre. It is however understood that sometimes the student experience can fall short of expectations. **ONCAMPUS** aim to ensure that concerns and problems are addressed before they cause greater problems.

Definition of a complaint:

A statement that something is unsatisfactory or unacceptable.

1.2 The Student Charter sets out the general entitlements and responsibilities of students. If a student believes they have a legitimate complaint, they should refer in the first instance to the Student Charter. The Charter will clarify what it is reasonable for a student to expect from **ONCAMPUS** and whether they have fulfilled what is required of them.

2. Who can use this procedure?

2.1 This complaints procedure may only be used by an individual who is, or has been, registered and enrolled as an **ONCAMPUS** student. If a student is no longer enrolled with **ONCAMPUS**, any complaints must be about events that occurred during their enrolment period and made within the required timescales (see "Student Complaints Procedure" below).

2.2 A group of students may use this procedure to make a collective complaint, provided that one student identifies themselves as the main contact for the purposes of all communication. Anyone wishing to make a complaint should do so personally. Where a third party (such as a parent, agent or guardian) makes a complaint on behalf of a student, **ONCAMPUS** can only address general issues, unless prior written permission has been obtained from the student confirming that such third party is acting on their behalf and consents to their details to be shared and referred to in the specific case. Anonymous complaints will not be considered.

2.3 The procedure has been separated into Responsibilities of Students and Responsibilities of Staff involved in the handling of the complaint on behalf of **ONCAMPUS**.

2.4 If a student fails to proceed within the given deadlines of the complaints procedure they may not be able to progress through the internal complaints mechanisms of **ONCAMPUS**.

3. What complaints are included within this policy?

3.1 Complaints relating to the following are covered within this policy:

- Quality of teaching and provision
- Student experience
- **ONCAMPUS** centre facilities

Or any other circumstances that relate to the delivery of a programme of study before the point of assessment or the submission of coursework. Refer to Appendix A for some examples of the types of complaint covered by this policy.

3.2 If you want to appeal an academic result, please note there is a separate Academic Appeals policy available to all **ONCAMPUS** students post-assessment (excluding students that have had their enrolment suspended)

3.3 If you wish to complain about a decision made under the Wellbeing and Support for Study procedure, please refer to the guidance in the **ONCAMPUS** Wellbeing and Support for Study Policy and Procedure.

4. Principles

4.1 Complaints shall be treated seriously and students must not suffer any disadvantage or recrimination as a result of making a complaint in good faith. In all cases, it is desirable that complaints are resolved informally and quickly between the relevant parties, and that the formal process is only started if that fails.

4.2 Only complaints presented on the appropriate official forms will be dealt with as formal complaints. See Appendices C and D. The official forms can be found on Moodle, however in the event the student is no longer enrolled with **ONCAMPUS**, the student should contact the Centre directly via email to request a copy of the required forms. When a complaint is reviewed, part of the resolution may involve reporting the circumstances to a Board of Examiners, Academic Board or other academic body for consideration in their decision-making processes.

5. Recording and monitoring of complaints

5.1 It is important that the number, stage and range of complaints are monitored in order to improve the student experience. The Central Academic Team will record complaints on a central file

and report from it (without divulging the details of specific complainants) to indicate the nature of complaints and resultant action.

5.2 Such reports will:

- Feed into the monitoring and evaluation procedure at various levels;
- Feed directly into appropriate **ONCAMPUS**-wide committees;
- Assist in identifying problems and trends across **ONCAMPUS**;
- Form the basis of positive publicity, in demonstrating that identified issues have been resolved;
- Be made available to **ONCAMPUS** reviewing bodies.

6. Student Complaint Procedure

Stage 1: Local Level (informal resolution)

Stage 2: Centre Director Formal Review

Stage 3: Final Review by Reviewing Officer (appointed by Chief Academic Officer)

To make a complaint a student must start at Stage 1. Please note that Stage 1 and Stage 2 may be combined where it is deemed appropriate for the Centre Director to review the complaint at Stage 1.

Stage 1: Local Level (informal resolution)

To make a complaint a student must start at Stage 1. Students are expected to try to resolve a complaint directly, informally and quickly with the person concerned. In most cases, the student's Personal Tutor should be able to help resolve any concerns, unless their Personal Tutor is the subject of the complaint, in which case the student should speak with a different member of staff e.g. Course Leader or Head of Learning and Teaching. The complaint must be made **within 2 weeks** of the unsatisfactory circumstances occurring, at the latest. Normally, a response will be communicated within 3 weeks of notification of complaint. If the investigation will take longer than 3 weeks, the student will be informed of the reason and an expected date of response. Complainants, and individuals named in complaints, will be kept informed of the progress of the complaint at all stages.

Stage 2: Centre Director Formal Review

If Stage 1 does not provide a satisfactory outcome for the student, they can ask the Centre Director to deal formally with the complaint. The complaint must be made **within 2 weeks** of notification of the outcome of Stage 1. The reply will be sent in writing by the Centre Director within 3 weeks of receipt of Complaint Form A. If the investigation will take longer than 3 weeks, the student will be informed of the reason and an expected date of response. Complainants, and individuals named in complaints, will be kept informed of the progress of the complaint at all stages. The Centre Director will provide a copy of the letter to the Central Academic Team.

Stage 3: Final Review by Reviewing Officer

Where the Stage 2 complaint was not upheld (rejected), the Stage 3 complaint will be reviewed by the Chief Academic Officer or a relevant appointed senior member of staff ("Reviewing Officer"). A Stage 3 complaint should be raised **within 2 weeks** of the outcome of the Stage 2 complaint. The Reviewing Officer may be asked to review the way a Centre Director handled a complaint. The Reviewing Officer will review the complaint and exercise discretion and judgement as to whether

further investigation is necessary. The reply will be sent within 3 weeks of receipt of Complaint Form B by the Chief Academic Officer. If the investigation will take longer than 3 weeks, the student will be informed of the reason and an expected date of response.

Please note: If a student fails to proceed within the given deadlines of the complaints procedure they may not be able to progress through the internal complaints mechanisms of **ONCAMPUS**.

Refer to Appendices B and C for further detail on the procedure and the responsibilities of students and staff.

7. Completion of Procedures

7.1 If **ONCAMPUS** are unable to resolve a complaint to the student's satisfaction, and there are no further steps available to the student, a formal "Completion of Procedures" letter will be issued. This provides a formal confirmation that the student has exhausted the internal complaints procedure.

8. The Office of the Independent Adjudicator for Higher Education (OIA)

The Office of the Independent Adjudicator for Higher Education (OIA) runs a free, independent and impartial scheme to review student complaints. **Please note this only applies to ONCAMPUS students studying in England.** CEG UFP Ltd (the owner of ONCAMPUS) is a member of the Scheme and if a student is unhappy with its final decision about their complaint, they may be able to complain to the OIA.

Normally all stages of the ONCAMPUS Student Complaints Policy need to have been completed before a complaint can be made to the OIA. CEG UFP Ltd will send the student a letter called a "Completion of Procedures Letter" (COP letter) when they have reached the end of the relevant internal processes and there are no further steps the student can take internally. The student will have 12 months to complain to the OIA, normally from the date the COP Letter was issued. This is a strict deadline and it's worth remembering that the longer a student waits to complain to the OIA, the more difficult it can become to put things right.

You can find more information about making a complaint to the OIA, what it can and can't look at and what it can do to put things right, here at: <https://www.oiahe.org.uk/students>

Get in touch with the OIA: Call: 0118 959 9813

Email: enquiries@oiahe.org.uk

Website: www.oiahe.org.uk

APPENDIX A Guidance on the types of complaint included within this policy

Complaints relating to the following are covered within this policy:

- Quality of teaching and provision
- Student experience
- **ONCAMPUS** centre facilities

Or any other circumstances that relate to the delivery of a programme of study before the point of assessment or the submission of coursework. Some examples include:

Type of complaint	Example
Quality of Teaching and Provision	Your programme handbook states for each piece of formally assessed work you are entitled to ONE resit. If your centre did not offer this, or offered it in an unacceptable timeframe, you could have grounds for a complaint.
	Your programme handbook details the process for applying for extenuating circumstances with regards to assessed work. If you submitted the correct evidence for the application of extenuating circumstances and your centre did not apply the policy correctly, you could have grounds for a complaint.
Student Experience	Your programme handbook details the ONCAMPUS approach to the student voice and how student engagement works in centre. If your centre did not offer you the opportunity to participate in a feedback survey or staff-student consultative committee, you could have grounds for a complaint.
	Your programme handbook details your obligations with regards to attendance and the maintenance of your student visa. If your teacher did not mark you present in a class and you have evidence that you were indeed present, and this resulted in you receiving a warning for attendance, you could have grounds for a complaint.
	The Disciplinary Policy details the process for investigating allegations of unacceptable behaviour. If an allegation is made against you and the centre did not apply the policy correctly, you could have grounds for a complaint.
ONCAMPUS centre facilities	If you are unable to access centre facilities, you could have grounds for complaint.
	If you believe that the quality of centre facilities do not meet the requirements of the CEG Health and Safety Policy, you could have grounds for complaint.

If you want to appeal an academic result, please note there is a separate Academic Appeals policy available to all **ONCAMPUS** students post-assessment (excluding students that have had their enrolment suspended)

If you wish to complain about a decision made under the Wellbeing and Support for Study procedure, please refer to the guidance in the **ONCAMPUS** Wellbeing and Support for Study Policy and Procedure.

APPENDIX B

ONCAMPUS Complaints Policy: Responsibilities of Students

NB: All forms relating to the Complaints Policy can be found here:

<https://moodle.oncampus.global/course/view.php?id=2363§ion=2>

Stage 1: Local Stage (informal resolution)

You are expected to try to resolve a complaint directly, informally and quickly with the person/department concerned. In some circumstances, in the first instance, you may prefer to approach a different member of staff, for example your Course Leader or Head of Teaching and Learning.

You should raise the complaint **within 2 weeks** of the unsatisfactory circumstances occurring, at the latest. The sooner the matter is raised, the better.

If you raise a complaint, you are expected to explain clearly what the problem is and what outcome you are seeking. Normally, a response will be communicated within 3 weeks of notification of complaint. If a response will take longer than 3 weeks, you will be informed of the reason and an expected date of response. You, and individuals named in your complaint, will be kept informed of the progress of the complaint at all stages.

If you have tried to resolve your complaint by informal resolution and you are dissatisfied with the outcome, you can escalate your complaint to Stage 2.

Please note that Stage 1 and Stage 2 may be combined where it is deemed appropriate for the Centre Director to review the complaint at Stage 1.

Stage 2: Centre Director Review of Complaint

You should complete Form A (Appendix D) **within 2 weeks** of notification of the outcome of Stage 1.

You must provide a clear explanation of how you attempted to resolve your complaint informally at Stage 1. As a minimum, your explanation should include:

- What your complaint is about
- What outcome you would like
- A named member of staff to whom the complaint was reported
- Why the complaint was not resolved to your satisfaction at Stage 1.

You will be required to provide a copy of any written Stage 1 resolution communication that you are in possession of, or evidence of completion of the informal resolution stage of this procedure.

Your complaint must be substantiated by evidence. This may include one, or a series of the following types of evidence, for example: a timeline of events, reference to relevant policies, procedures and/or regulations, letters, emails, independent medical evidence etc. Any evidence or appendices relevant to the complaint must be submitted at the same time as the complaint form and clearly referenced and labelled.

It is your responsibility to make your case. Complaints will not be accepted for further investigation if:

- your rationale for the complaint is unclear
- you do not provide evidence
- you fail to include important dates, times and other details necessary for determining the eligibility of the complaint

You are required to ensure that any evidence not written in English is translated and provided at the same time as the complaint paperwork.

If your submission is unclear or unnecessarily long, you will be asked to resubmit the form in a manner that enables proper consideration of the complaint to take place.

The completed form should be sent to the Student Complaints Team via the following email address: studentcomplaints@oncampus.global

The Student Complaints Team will only process complaints presented on Complaint Form A where all of these points are covered. A hard copy is available to students who, for reasons of disability, are unable to access the electronic form. Please contact the above email address for further information.

Please remember that Complaint Form A must be submitted **within 2 weeks** of notification of the outcome of Stage 1. If the form does not set out clearly and concisely, in a legible manner, the points listed above, you will be asked to resubmit the form in a manner that enables proper consideration of the complaint to take place.

The Student Complaints Team will acknowledge receipt of Stage 2 Complaint Form A within 5 working days. The complaint will be logged and referred to the appropriate person in the centre, usually the Centre Director. If the subject of the original complaint is the Centre Director, then another **ONCAMPUS** Centre Director will conduct the review. The Centre Director will review the complaint and will be accessible to complainants and staff at all stages of the process. They will ensure that an investigation is carried out before providing you with a written response.

It may be appropriate for the investigator to meet with you and/or other parties named in the paperwork. Should the investigator wish to meet with you, they will contact you and look for an appropriate date to meet. During the formal stages of the procedure, you have the opportunity to bring a supporter to a meeting. The supporter must be either; a fellow student or a family member but not normally someone acting as an advocate. This means your supporter may take notes on your behalf, make representations on your behalf and ask questions, but may not answer questions on your behalf.

If you have a disability, you may also be accompanied by a support worker, for example a sign language interpreter or mental health worker/disability adviser as appropriate to your needs. The supporter may take notes on your behalf, make representations on your behalf and ask questions, but may not answer questions on your behalf.

The investigation and its outcome must be fair and reasonable. The Centre Director will respond in writing to the complainant and provide a copy of the letter to the Central Academic Team.

If the Centre Director upholds (agrees with) your complaint, they may decide on an appropriate solution, bearing in mind the outcome you were seeking.

If the complaint is not upheld (rejected), you will be notified about Stage 3 of the Complaints Procedure. The reply will be sent by the Student Complaints Team within 3 weeks of receipt of Complaint Form A. If the investigation will take longer than 3 weeks, you will be informed of the reason and an expected date of response. Complainants, and individuals named in complaints, will be kept informed of the progress of the complaint at all stages.

If you are dissatisfied with the outcome, you can escalate your complaint to Stage 3 on the following grounds:

- you believe that a procedural irregularity has occurred in the handling and/or the investigation of the Stage 2 complaint and/or;
- you are in possession of additional evidence which may have affected the outcome at Stage 2 but was unavailable at the time of the original Stage 2 investigation and/or;
- you have a compelling argument to demonstrate that the outcome at Stage 2 was unreasonable. Claims of this nature must be supported by evidence and a clear rationale for the unreasonable nature of the decision. Claims that amount simply to an expression of dissatisfaction with the decision will not be considered.

Stage 3: Final Review by Reviewing Officer

If a Stage 2 complaint was not upheld (rejected) and you want to progress to Stage 3, the Stage 3 complaint should be raised **within 2 weeks** of the outcome of the Stage 2 complaint using the Stage 3 Complaint Form B (Appendix E) The completed form should be sent to the Student Complaints Team via the following email address; studentcomplaints@oncampus.global

The Stage 3 complaint will be reviewed by the Chief Academic Officer or a relevant appointed senior member of staff (“Reviewing Officer”).

The Reviewing Officer may be asked to review the way a Centre Director handled a complaint. The Reviewing Officer will review the complaint and exercise discretion and judgement as to whether further investigation is necessary.

You should complete Complaint Form B (Moodle, Appendix E) to set out:

1. Why you believe the decision made at Stage 2 was not fair or reasonable;
2. How you believe the procedure for the Stage 2 complaint was incorrectly followed and how this made a significant difference to the outcome of your complaint.

You must set out the grounds of the complaint by making reference to the above two standards and must provide evidence to support your claim. If you provide relevant evidence to support one or both of the points above, the Reviewing Officer will arrange for further investigation to take place. In reaching a decision, the Reviewing Officer is expected to be fair and reasonable. A complaint without adequate grounds and evidence will be dismissed.

The Student Complaints Team will acknowledge receipt of Complaint Form B within 5 working days. The complaint will be logged and a Reviewing Officer will be appointed. You, and individuals named

in your complaint, will be kept informed of the progress of the complaint at all stages. Once a decision has been made, the Chief Academic Officer will send the response to you.

If the complaint is upheld (agreed), both you and the Centre Director will receive a written explanation of the decision. If the Reviewing Officer does not uphold the complaint, you will receive a written response giving reasons, and a "Completion of Procedures" letter will be issued. The Reviewing Officer may decide to uphold part, but not all, of the complaint and will respond to you accordingly.

You will normally receive an outcome letter within 3 weeks of receipt of Complaint Form B by the Student Complaints Team. If the review will take longer than 3 weeks, you will be informed of the reason and an expected date of response.

Completion of Procedures

As required by the Office of the Independent Adjudicator for Higher Education (OIA), if **ONCAMPUS** is unable to resolve a complaint to the student's satisfaction, and there are no further steps available to you, we will issue a formal "Completion of Procedures" letter. This provides a formal confirmation that the student has exhausted the internal complaints procedure and is required before a complaint may be considered by the OIA.

The Office of the Independent Adjudicator for Higher Education (OIA)

*Once the internal complaints procedure has been completed, if you are still not satisfied with the outcome, you may take your complaint to the OIA. **Please note this only applies to ONCAMPUS students studying in England.*** The OIA runs a free, independent and impartial scheme to review student complaints. CEG UFP Ltd (the owner of **ONCAMPUS**) is a member of the Scheme and if you are unhappy with its final decision about your complaint, you may be able to complain to the OIA.

You normally need to have completed the stages in the **ONCAMPUS** Student Complaints Policy before you complain to the OIA. CEG UFP Ltd will send you a letter called a "Completion of Procedures Letter" (COP letter) when you have reached the end of the relevant internal processes and there are no further steps you can take internally. You will have 12 months to complain to the OIA, normally from the date the COP Letter was issued. This is a strict deadline and it's worth remembering that the longer you wait to complain to the OIA, the more difficult it can become to put things right.

You can find more information about making a complaint to the OIA, what it can and can't look at and what it can do to put things right, here at: <https://www.oiahe.org.uk/students>

Get in touch with the OIA: Call: 0118 959 9813

Email: enquiries@oiahe.org.uk

Website: www.oiahe.org.uk

Appendix C

Responsibilities of those involved in the handling of the complaint on behalf of ONCAMPUS

Stage 1: Local Stage (informal resolution)

Staff dealing with complaints are encouraged, whenever practical, to meet with the student to establish the precise cause of dissatisfaction, to explore the remedy sought by the student and to foster a mutual understanding of the issues involved.

The student must raise the complaint **within 2 weeks** of the unsatisfactory circumstances occurring at the latest. The student is expected to explain clearly what the problem is and what outcome they are seeking. The member of staff is expected to listen to the complaint and to try to resolve it in a straightforward, reasonable and prompt manner.

Although informal, the member of staff should make notes of any meetings and keep a record of the agreed outcome. Notes should be shared with the student and kept on file. Normally, a response will be communicated within 3 weeks of notification of complaint. If the review will take longer than 3 weeks, the student will be informed of the reason and an expected date of response. The student should be notified that the matter is deemed to be resolved and advised of the availability of Stage 2 of the complaints procedure, if the complaint is not upheld or the student is dissatisfied with the attempt at resolution.

Please note that Stage 1 and Stage 2 may be combined where it is deemed appropriate for the Centre Director to review the complaint at Stage 1.

Stage 2: Centre Director Review of Complaint

The student should complete the Stage 2 Complaint Form A (see form on Moodle or Appendix D) **within 2 weeks** of notification of the outcome of Stage 1.

The student must provide a clear explanation of how they attempted to resolve their complaint informally at Stage 1. As a minimum, their explanation should include:

- What their complaint is about
- What outcome they would like
- A named member of staff to whom the complaint was reported
- Why the complaint was not resolved to their satisfaction at Stage 1

The student will be required to provide a copy of any written Stage 1 resolution communication that they are in possession of, or evidence of completion of the informal resolution stage of this procedure.

The complaint must be substantiated by evidence. This may include one, or a series of the following types of evidence, for example: a timeline of events, reference to relevant policies, procedures and/or regulations, letters, emails, independent medical evidence, etc. Any evidence or appendices relevant to the complaint must be submitted at the same time as the complaint form and clearly referenced and labelled.

It is the student's responsibility to make their case. Complaints will not be accepted for further investigation if:

- the rationale for the complaint is unclear
- they do not provide evidence
- they fail to include important dates, times and other details necessary for determining the eligibility of the complaint

The student is required to ensure that any evidence not written in English is translated and provided at the same time as the complaint paperwork.

If the submission is unclear or unnecessarily long, the student will be asked to resubmit the form in a manner that enables proper consideration of the complaint to take place.

The completed form should be sent to the Student Complaints Team via the following email address: studentcomplaints@oncampus.global

The Student Complaints Team will only process complaints presented on Complaint Form A where all of these points are covered. A hard copy is available to students who, for reasons of disability, are unable to access the electronic form. Please contact the above email address for further information.

Complaint Form A must be submitted **within 2 weeks** of notification of the outcome of Stage 1. If the form does not set out clearly and concisely, in a legible manner, the points listed above, the student will be asked to resubmit the form in a manner that enables proper consideration of the complaint to take place.

The Student Complaints Team will acknowledge receipt of Stage 2 Complaint Form A within 5 working days. The complaint will be logged and referred to the appropriate person in the centre, usually the Centre Director. If the subject of the original complaint is the Centre Director, then another **ONCAMPUS** Centre Director will conduct the review. If an investigator who has been allocated has prior knowledge of the case and/or there is a conflict of interest, they should inform the Student Complaints Team immediately.

The Centre Director will review the complaint and will be accessible to complainants and staff at all stages of the process. They will ensure that an investigation is carried out before a written response is provided to the complainant. It may be appropriate for the investigator to meet with the student and/or other parties named in the paperwork. Should the investigator wish to meet with the student, he/she will contact the student to propose this course of action and secure an appropriate date to meet. The complainant will be offered the opportunity to bring a supporter to this meeting. The supporter must be either; a fellow student or a family member but not normally someone acting as an advocate. The supporter may take notes on the student's behalf, make representations on the student's behalf and ask questions, but may not answer questions on the student's behalf.

If the student has a disability, they may also be accompanied by a support worker, for example a sign language interpreter or mental health worker/disability adviser as appropriate to their needs. The supporter may take notes on their behalf, make representations on their behalf and ask questions, but may not answer questions on their behalf.

The investigation and its outcome must be fair and reasonable. The Centre Director will respond in writing to the complainant and provide a copy of the letter to the Central Academic Team. If the Centre Director upholds (agrees with) the student's complaint, they may decide on an appropriate solution, bearing in mind the outcome sought by the student.

If the complaint is not upheld (rejected), the student will be notified about Stage 3 of the Complaints Procedure. The reply will be sent by the Student Complaints Team within 3 weeks of receipt of Complaint Form A. If the investigation will take longer than 3 weeks, the student will be informed of the reason and an expected date of response. Complainants, and individuals named in complaints, will be kept informed of the progress of the complaint at all stages.

If the student is dissatisfied with the outcome, they can escalate their complaint to Stage 3 on the following grounds:

- they believe that a procedural irregularity has occurred in the handling and/or the investigation of the Stage 2 complaint and/or;
- they are in possession of additional evidence which may have affected the outcome at Stage 2 but was unavailable at the time of the original Stage 2 investigation and/or;
- they have a compelling argument to demonstrate that the outcome at Stage 2 was unreasonable. Claims of this nature must be supported by evidence and a clear rationale for the unreasonable nature of the decision. Claims that amount simply to an expression of dissatisfaction with the decision will not be considered.

Stage 3: Final Review by Reviewing Officer

If a Stage 2 complaint was not upheld (rejected) and the student wants to progress to Stage 3, the Stage 3 complaint should be raised **within 2 weeks** of the outcome of the Stage 2 complaint using the Stage 3 Complaint Form B (see Moodle and Appendix E).

The completed form should be sent to the Student Complaints Team via the following email address; studentcomplaints@oncampus.global.

The student must complete Complaint Form B to set out:

1. Why they believe the decision made at Stage 2 was not fair or reasonable;
2. How they believe the procedure for the Stage 2 complaint was incorrectly followed and how this made a significant difference to the outcome of their complaint.

The Student Complaints Team will only deal with complaints presented on Complaint Form B and where one or both of the points above has been addressed. A hard copy is available to students who, for reasons of disability, are unable to access the electronic form. They should contact the above email address for further information.

The Student Complaints Team will acknowledge receipt of Complaint Form B within 5 working days. The team will undertake an initial evaluation to check that the complaint is submitted within the appropriate deadlines, is in the required format with supporting evidence and meets the grounds for a Stage 3 review with reference to the above two standards. A complaint without adequate grounds and evidence will be dismissed.

If the student provides evidence to support one or both of the points above, the Stage 3 complaint will be reviewed by the Chief Academic Officer or a relevant appointed senior member of staff

("Reviewing Officer"). The review stage will not usually consider the issues afresh or involve further investigation. However, in the case that new evidence has been submitted and accepted, additional investigation may be required. The Reviewing Officer will review the complaint and exercise discretion and judgement as to whether further investigation is necessary. The Reviewing Officer may be asked to review the way a Centre Director handled a complaint.

In reaching a decision, the reviewer is expected to be fair and reasonable. If the complaint is upheld, both the student and the Centre Director will receive a written explanation of the decision. If the complaint is not upheld, the student will receive a written response giving reasons and a "Completion of Procedures" letter (see below) will be issued. The Reviewing Officer may decide to uphold part, but not all, of the complaint.

The reply will be sent within 3 weeks of receipt of Complaint Form B by the Student Complaints Team. If the investigation will take longer than 3 weeks, the student will be informed of the reason and an expected date of response.

Completion of Procedures

As required by the OIA, if we are unable to resolve a complaint to the student's satisfaction, and there are no further steps available to the student, a formal "Completion of Procedures" letter will be issued within 28 days of the outcome being determined. This provides a formal confirmation that the student has exhausted the internal complaints procedure, and is required before a complaint may be considered by the OIA. Further information is available from the [OIA website](#).

The Office of the Independent Adjudicator for Higher Education (OIA)

The Office of the Independent Adjudicator for Higher Education (OIA) runs a free, independent and impartial scheme to review student complaints. CEG UFP Ltd (the owner of **ONCAMPUS**) is a member of the Scheme and if a student is unhappy with its final decision about their complaint, they may be able to complain to the OIA. **Please note this only applies to ONCAMPUS students studying in England.**

Normally all stages of the **ONCAMPUS** Student Complaints Policy need to have been completed before a complaint can be made to the OIA. CEG UFP Ltd will send the student a letter called a "Completion of Procedures Letter" (COP letter) when they have reached the end of the relevant internal processes and there are no further steps the student can take internally. The student will have 12 months to complain to the OIA, normally from the date the COP Letter was issued. This is a strict deadline and it's worth remembering that the longer a student waits to complain to the OIA, the more difficult it can become to put things right.

You can find more information about making a complaint to the OIA, what it can and can't look at and what it can do to put things right, here at: <https://www.oiahe.org.uk/students>

Get in touch with the OIA: Call: 0118 959 9813

Email: enquiries@oiahe.org.uk

Website: www.oiahe.org.uk

Student Complaints Policy

Appendix D Student Complaint Form A: Stage 2

This form is designed for use with the **ONCAMPUS** Students Complaints Policy and Procedure.

Please ensure that you have read and understood the Policy before completing this form. You are expected to attempt to resolve matters that you are concerned about informally, before submitting a formal complaint. An informal approach should be made to the person concerned. If you are unable to resolve the matter informally, or you are dissatisfied with the response you receive from the person with whom you have raised your concerns, you should submit your complaint on this form to the relevant Centre Director.

Your contact information	
First name	
Family name	
Student ID Number	
Contact Telephone Number	
Email address	

If you have supplied contact information which is different to the information currently held by ONCAMPUS, please update your student record as soon as possible via the student portal.

Your academic information	
Centre	
Programme of Study	
Programme Study Dates (from and to)	

Are you submitting a complaint:		
Yourself	Yes/No	
On behalf of a group	Yes/No	Please confirm if you are acting as the main point of contact for the group. <i>[You should also provide contact details for all members of the group].</i>
On behalf of an individual student	Yes/No	If yes, then the student concerned must sign this box: <i>Student's Signature</i>

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What is the nature of your complaint?

Please set out clearly and concisely what you are complaining about.

What informal steps (Stage 1) have you taken to resolve your complaint?

In an attempt to resolve my complaint informally (Stage 1), I have spoken to the following people:

This Stage 1 conversation did not resolve my complaint because:

Supporting Evidence

Please list below each piece of documentary evidence you are submitting in relation to your complaint. If your complaint has previously been considered under Stage 1 of the Complaints Procedure, this should include a copy of your Stage 1 complaint and the written response you have received.

Please explain briefly what you might consider to be a satisfactory resolution to your Complaint

To resolve my complaint, I would like the following to happen:

DECLARATION
I have read and understood the ONCAMPUS Student Complaints Procedure.
I confirm that I have attempted to resolve the complaint informally via Stage 1.
I understand that ONCAMPUS collects and processes the information I have provided with this form for the purposes of considering student complaints.
All information and documentation provided in and with this form is complete and represents an accurate and true reflection of the situation that led to my complaint.
I understand that ONCAMPUS may need to handle personal details about me which may include sensitive information (for example, relating to my health) in order to deal with my complaint effectively but such information will only be shared, in confidence, where it is necessary and reasonable to do so.
I agree that my complaint may be disclosed to relevant members of ONCAMPUS to the extent necessary for any investigation.
I authorise the investigating officer to consider this form and any relevant information held by ONCAMPUS to the extent necessary for the consideration of my complaint.
I have attached all previous correspondence and responses relating to my complaint.

Signature	
Date	

You should complete this Complaint Form within 2 weeks of notification of the outcome of Stage 1. Please send the completed form with supporting evidence to:
studentcomplaints@oncampus.global

Stage 3

You should submit the Stage 3 Complaint Form within 10 working days of notification of the outcome of the Stage 2 complaint. You should send the completed form to the via the following email address; studentcomplaints@oncampus.global

Appendix E Student Complaint Form B: Stage 3

This form is designed for use with the **ONCAMPUS** Students Complaints Policy and Procedure.

Please ensure that you have read and understood the Policy before completing this form. You are expected to attempt to resolve matters that you are concerned about informally, before submitting a formal complaint. An informal approach should be made to the person concerned. If you are unable to resolve the matter informally, or you are dissatisfied with the response you receive from the person with whom you have raised your concerns, you should submit your complaint on this form to the relevant Centre Director.

Your contact information	
First name	
Family name	
Student ID Number	
Contact Telephone Number	
Email address	

If you have supplied contact information which is different to the information currently held by ONCAMPUS, please update your student record as soon as possible via the student portal.

Your academic information	
Centre	
Programme of Study	
Programme Study Dates (from and to)	

Are you submitting a complaint:		
Yourself	Yes/No	
On behalf of a group	Yes/No	Please confirm if you are acting as the main point of contact for the group. <i>[You should also provide contact details for all members of the group].</i>
On behalf of an individual student	Yes/No	If yes, then the student concerned must sign this box: <i>Student's Signature</i>

What is the nature of your complaint?

Please set out clearly and concisely what you are complaining about.

I believe the Centre Director's decision was not made correctly because:

Supporting Evidence

Please list the additional evidence to support your complaint. Where appropriate please attach this evidence to the email when you submit this form. Please include a copy of your Stage 1 and 2 complaint and the written responses you have received.

Please explain briefly what you might consider to be a satisfactory resolution to your complaint.

To resolve my complaint, I would like the following to happen:

DECLARATION

I have read and understood the **ONCAMPUS** Student Complaints Procedure.

I confirm that I have attempted to resolve the complaint via Stages 1 and 2.

I understand that **ONCAMPUS** collects and processes the information I have provided with this form for the purposes of considering student complaints.

All information and documentation provided in and with this form is complete and represents an accurate and true reflection of the situation that led to my complaint.

I understand that **ONCAMPUS** may need to handle personal details about me which may include sensitive information (for example, relating to my health) in order to deal with my complaint effectively but such information will only be shared, in confidence, where it is necessary and reasonable to do so.

I agree that my complaint may be disclosed to relevant members of **ONCAMPUS** to the extent necessary for any investigation.

I authorise the investigating officer to consider this form and any relevant information held by **ONCAMPUS** to the extent necessary for the consideration of my complaint.

I have attached all previous correspondence and responses relating to my complaint.

Signature

Date	

You should complete this Complaint Form within 10 working days of notification of the outcome of the Stage 2 complaint. Please send the completed form with supporting evidence to:

studentcomplaints@oncampus.global

You must also attach:

- Complaint Form A in which the initial request was submitted at Stage 2
- A copy of the letter received from the Centre Director explaining the reasons why the complaint was rejected