



# UCFB|GIS\*

## Complaints Policy

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\*UCFB|GIS is the trading name of University Campus of Football Business Limited

## 1. Purpose



should take precedence or whether interlinked matters can be considered under one or more of its policies.

- 4.3. In the case of a student with additional needs, reasonable adjustments can be made to avoid them being treated less favourably. This may include holding meetings remotely. Any student who wishes to seek reasonable adjustments should discuss their needs with UCFB|GIS and it will seek to refer the student to appropriate support or put in place appropriate adjustments.

## **5. UCFB|GIS Approach**

- 5.1. All UCFB|GIS enrolled students have the right to raise a complaint and to have their complaint taken seriously.
- 5.2. Raising a complaint gives UCFB|GIS permission to investigate facts and to discuss the matter with appropriate people, ensuring this is handled with sensitivity at every stage of the process.
- 5.3. UCFB|GIS encourages students to raise areas of concern or potential opportunities for improvement, however the Resolutions Officer reserves the right to advise students where instances may best be directed to more appropriate feedback mechanisms, such as Module Reviews, Student Representatives, Course Representatives, Student Union Sabbatical Officers or the Student Voice and Student Union Liaison Officer.
- 5.4. If other University procedures are in use at the same time 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 the matter.
- 5.5. Evidence submitted as part of one procedure will be deemed to be available to be used in other procedures as appropriate. UCFB|GIS has 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.
- 5.6. Anonymous complaints will not usually be investigated however, the provision of supporting evidence may help decide if it is appropriate for the matter to be taken forward.
- 5.7. A written record will be kept of all meetings and telephone calls and retained in a confidential file.
- 5.8. UCFB|GIS 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 European General Data Protection Regulation (GDPR) and the UCFB|GIS Confidentiality - Student Wellbeing Guidance Statement.
- 5.9. Any decision taken at any stage of dealing with a complaint should be reasonable and should be based upon the evidence available to the member of staff making the decision.
- 5.10. Every effort to work within published timescales will be undertaken, however, where the complaint has elements which relate to various aspects

of services provided, ea.1 (r)0

## **7. Group Complaints**

7.1. A group of students can make a collective complaint. However, the following criteria must be met before the complaint will be accepted:

- One member of the group must be identified as the main contact who will correspond on the group's behalf, attend meetings, and receive communication from UCFB|GIS regarding the complaint.
- Each member of the group must submit their consent in writing and agree to abide by these regulations. They must include their full s5.5 (re)9.9 (g)-5t1 (.).



10.2.3.





confirm in writing that they wish to decline to accept the proposed resolution and the redress.

10.3.13. If a student does not respond **within 10 calendar days** of receipt of

- 10.5.2. For students registered on courses awarded by the University of East London (UEL), if the response issued at the conclusion of Stage 2 is not considered satisfactory, they may request a review. This must be submitted in writing **within 10 calendar days** from the date of the notification of the Stage 2 outcome.
- 10.5.3. A request for review can only be considered in the following circumstances:
- There has been a material procedural irregularity which has demonstrably affected the outcome of the claim to the detriment of the student; or
  - There is new evidence that would have significantly affected the outcome and could not reasonably have been made available when the complaint was made; or
  - There is evidence that all the relevant information was not considered at Stage 2; or
  - The decision is deemed perverse given the facts of the case; or
  - The complaint was upheld but the proposed remedy was inappropriate
- 10.5.4. Should the circumstances of the complaint meet the criteria outlined in 10.5.3, a request for review should be addressed to the UEL Complaints & Appeals team via [complaints@uel.ac.uk](mailto:complaints@uel.ac.uk), providing:
- Details as to why the Stage 2 outcome is not satisfactory.
  - Any additional supporting evidence
- 10.5.5. If the UEL Complaints & Appeals team determines that there are valid grounds for review, the University Secretary shall review the case. Following a review, the University Secretary may either:
- Uphold the outcome of the Formal Complaint; or
  - Refer the case back to UCFB|GIS with recommendations for reconsideration.
- 10.5.6. A decision will be made **within one calendar month** of receipt of the request for review.

## 11. Office of the Independent Adjudicator for Higher Education (OIA)

11.1.

- 11.2. Any request for review to the OIA must be submitted **within 12 months** of the Completion of Procedures letter being received by the student. The OIA will not usually review complaints which have not been considered by UCFB|GIS.
- 11.3. The OIA may be contacted via: