

This policy/regulation applies to students at PU sites of delivery and in all UK and International partnerships unless exceptions to regulations have been formally approved

Student Complaints Procedure

1. Introduction

The University is committed to ensuring that students have the opportunity to raise complaints without risk of disadvantage or recrimination. Each case will be considered on its own merits and in accordance with the University's policies and procedures, with regard to the evidence and circumstances presented. Complaints will be treated constructively and promptly with fairness and consistency. The University of Plymouth's Student Complaints Procedure is in keeping with *The good practice framework: handling student complaints and academic appeals* published by the Office of the Independent Adjudicator (OIA) and *UK Quality Code for Higher Education – Advice and Guidance: Concerns, Complaints and Appeals* published by the QAA.

Students can obtain free, independent and confidential advice and support about a complaint from [UPSU Advice Centre](#) or equivalent at partner institutions.

2. Should you raise a concern and make a complaint?

Raising a complaint under this procedure may not be the best, most appropriate or quickest way to deal with a problem. *Before* raising a concern or a complaint under this procedure please consider the questions below and the alternative routes available for raising a complaint.

Are you dissatisfied with aspects of your course?

- Issues or problems can be raised directly with the module leader, your personal tutor, programme leader or Head of School or at Programme Committees, School/Faculty/partner institution committees (e.g. the Faculty Teaching, Learning & Quality Committee) and Staff/Student Liaison meetings by your course rep. If you are a postgraduate research (PGR) student, you may also raise issues with your Director of Studies (DoS) or other supervisor, your School PGR Coordinator, or via your representative at Faculty Doctoral Committee or Doctoral College Board.
- Consult with [UPSU Advice Centre](#) (or equivalent at partner institutions) who can deal with matters directly or signpost and advise on who to raise your complaint with.
- Module evaluation exercises are a way to provide constructive feedback as is the annual Student Perception Questionnaire. If you are a PGR student, you may provide feedback via the Plymouth Postgraduate Research Survey (PPRS) or an equivalent annual monitoring survey.

Are you dissatisfied with a decision made by an Award Assessment Board or PGR Examination/Milestone Assessment Outcome?

- Dissatisfaction with Award Assessment Board decisions (including the Research Programme Taught Component Award Board), e.g. progression from stage to stage; withdrawal on academic grounds; degree classification; decisions of Committees of Investigation about academic offences, etc., should be submitted as an academic appeal. Information about the Appeal Procedure can be found [here](#).
- For PGR students, dissatisfaction with the outcome of a thesis examination or assessed milestone (e.g. Confirmation of Route or Project Approval) should be submitted as an academic appeal. Information about the Appeal Procedure can be found here: [here](#).
- If you submit an Appeal which incorporates a complaint, your complaint will be investigated before your Appeal is considered.

Is your complaint about alleged misconduct or harassment either by another student or a member of staff?

- You should normally approach your Head of School or, in their absence, another appropriate senior member of staff of your School or partner institution. Your Faculty Office, the [UPSU Advice Centre](#) (or equivalent at partner institutions), the Doctoral College (for PGR students), or Student Services or person responsible for complaints in the partner institution will be able to tell you who this is if you do not know. Further information on harassment, including a list of Harassment Advisers, and be found [here](#) or by e-mailing equality@plymouth.ac.uk.

If the complaint relates to bullying and harassment by a student, then the matter will be investigated using the Student Code of Conduct and Disciplinary Procedure, which can be found [here](#) or by emailing studentconduct@plymouth.ac.uk .

If the bullying and harassment is in relation to a member of staff then the matter will be investigated using the Anti-Bullying and Anti-Harassment Policy. Further information on the University's approach to Bullying and Harassment can be found [here](#) or by emailing equality@plymouth.ac.uk. Students studying in partner institutions should refer to the partner equivalent policies and procedures, for investigation by the partner institution.

Issues that can be considered under the Student Concerns & Complaints Procedure¹

- Aspects of your learning and teaching experience, including PGR supervision
- Service issues (if you are a student at a partner institution then complaints about partner service issues should be directed to the partner institution)
- Facilities
- University-managed accommodation

Issues that cannot be considered under the Student Concerns & Complaints Procedure

- Any academic decision taken by an assessment board or the examiners of PGR theses or assessed milestones
- Admissions
- Complaints about bullying and harassment (see above)
- Private accommodation arrangements
- Student conduct (see above)

3. Who can raise a complaint using this procedure?

- Undergraduate, including degree apprentices, taught postgraduate or research (PGR) students currently registered on a University of Plymouth award can make a complaint under this procedure. Former students may raise a complaint under this policy within 40 working days after they ceased to be a registered student at the University or partner institution². The University expects students to raise the complaint themselves. Only in exceptional situations, can you ask a supporter or relative to raise a complaint on your behalf. You must give your express consent to someone to raise a complaint on your behalf. Students can submit a group concern or complaint. For degree apprentices also refer to your commitment statements received upon enrolment.
- If you are studying for an award at a partner institution, you should follow the University's Student Complaints Procedure but ensure that at the Early Resolution Stage of this procedure (as detailed ahead) you fully engage with the partner institution; the University will require evidence that you have done this. Please note that under Office of the Independent Adjudicator (OIA) rules, the University cannot consider complaints about service issues (facilities, resources etc.) in partner institutions. Complaints about service issues in partner institutions should be raised through the partner institution's internal complaints procedure.
- You cannot make an anonymous complaint.

The University will always treat your concern or complaint with appropriate sensitivity; information will be disclosed only to those who need to see it for the purposes of dealing with your complaint. If you are still uncertain about how to raise a concern or whether you can make a complaint, please contact the Complaints and Appeals Office for advice (complaints@plymouth.ac.uk)

¹ These lists are not exhaustive.

² Defined as 40 working days from the End Date field on the University's student records system.

4. How to raise a complaint

If you have decided that raising a complaint under this procedure is the most appropriate step to take, there are three stages you should follow:

- The first thing you must do is raise your complaint via the Early Resolution Stage – your complaint can often be dealt with quickly and informally.
- If we cannot resolve your complaint informally, you can submit it as a *formal* complaint.
- Once you have received the University's response to your formal complaint, *in specific circumstances*, you can ask for a review.

5. Early Resolution Stage

What you need to do

- Consider whether it would be better to raise your complaint with your module leader, personal tutor, programme leader, Director of Studies or other supervisor, School PGR co-ordinator, Head of School, or Hall Officer;

or alternatively,

- Raise your concern, preferably in writing, with your Faculty Registrar, Doctoral College Manager or with Accommodation Services via the emails below:

Accommodation Services: residentcomplaints@plymouth.ac.uk

Doctoral College Manager: doctoralcollege@plymouth.ac.uk

Faculty Registrar, Arts and Humanities: artshumregistry@plymouth.ac.uk

Faculty Registrar, Health: Medicine, Dentistry and Human Sciences:
FOHComplaints@plymouth.ac.uk

Faculty Registrar, Science and Engineering:
science.engineering@plymouth.ac.uk

The complaint will then be referred to the appropriate member of staff (for example, a Programme Lead or School PGR Coordinator). Please note that you will be required to provide evidence of completing the Early Resolution Stage if you want to make a *formal* complaint.

- Your concern may relate to a service or facility not directly provided by any of the above i.e. Estates, Student Services or the Library. In such circumstances, please raise your concern via the following email:

complaints@plymouth.ac.uk

Your email will be directed to the appropriate area for a response.

- Raise the complaint as soon as your concern arises (and no later than 40 working days of the concern arising).
- When raising your complaint make clear your preferred outcome.
- You may be asked to attend a face-to-face meeting with the person considering your complaint, where the circumstances make this appropriate. You are entitled to bring a member of the University community or representative of UPSU to the meeting for support. You will not be entitled to bring a legal representative to the meeting. Normally, consideration of your complaint will be by correspondence and written evidence only.
- You can take advice from the [UPSU Advice Centre](#), or an equivalent at a partner institution, at any stage of the process.

What you can expect

- If you raise your complaint via email you will receive an acknowledgment normally within 10 working days with details of who will be dealing with your complaint.
- The member of staff dealing with your complaint will either provide a written response to your email or offer to meet you to discuss your complaint normally within 15 working days of your receipt of the acknowledgment. You can request a meeting to discuss the complaint further following a written response.
- If the response is likely to be delayed, you will be told why.
- If you are a PGR student who raises a complaint about supervision, it will be determined whether it is appropriate and possible to make changes to your supervisory team; and whether a period of interruption is appropriate and possible while your complaint is being considered and/or negotiated. Students in receipt of University Research Studentships will not be penalised or financially disadvantaged during the latter. Please note that it is not always possible to make changes to supervisory teams due to the availability of relevant expertise and regulatory requirements.
- Where you attend a meeting to discuss your complaint, the member of staff dealing with your complaint will send you a brief summary of the discussion, including the proposed resolution, normally within 5 working days of the meeting. If you don't agree with the summary, you can submit your own summary of the meeting, within 5 working days of receiving the summary, to be included in the case file.

6. The Formal Complaint Stage

If you are not satisfied with the proposed resolution after raising your concern, you can raise a formal complaint by completing a formal complaint form. Your complaint will only be considered once you have completed this form. This is an electronic form which will be automatically sent to the Complaints and Appeals Office once you have completed and submitted it.

What you need to do

- You *must* complete the formal complaint form and submit it, and any supporting evidence, within 10 working days of receiving the response following the Early Resolution Stage.
- You must explain how you have attempted to resolve your concern at the Early Resolution Stage and why you remain dissatisfied.
- You must provide evidence to the formal complaint form confirming that the matter has been raised via the Early Resolution stage. Only in exceptional circumstances, that you are able to demonstrate, will a formal complaint be accepted without evidence of the completion of the Early Resolution Stage.
- You must raise all matters of complaint and put forward all supporting evidence at this stage, as you will not be able to raise new matters at the Review Stage. Additional evidence will not be permitted at the Review Stage unless you can show good reason why the evidence/information was not available at the Formal Complaint Stage.
- You may be asked to attend a face-to-face meeting with the member of staff investigating your complaint, where the circumstances make this appropriate. You are entitled to bring a member of the University community or representative of UPSU to the meeting for support. You will not be entitled to bring a legal representative to the meeting. Normally, consideration of your complaint will be by correspondence and written evidence only.
- You can take advice from the [UPSU Advice Centre](#), or an equivalent at a partner institution, at any stage of the process.

What you can expect

- You will receive an acknowledgement of your complaint from the Complaints and Appeals Office within 5 working days.
- Your complaint will be directed to the relevant Faculty Registrar, Doctoral College Manager or Student Accommodation Manager, who will, normally within 5 working days of receiving it from the Complaints & Appeals Office, send it to a relevant senior manager in the University. If you are studying at a partner institution, your complaint will be directed to the Partnerships Operations Manager, who will, normally within 5 working days of receiving it

from the Complaints & Appeals Office, send it to the relevant senior manager in the partner institution.

- You will receive an acknowledgement from the member of staff investigating your complaint normally within 5 working days of it being sent to them by the Faculty Registrar, Doctoral College Manager, Student Accommodation Manager or Partnerships Operations Manager if you are studying at a partner institution. Where relevant this will include the name of any nominee appointed to investigate your complaint.
- The person investigating your complaint will consider your form, any supporting information you have included with it and gather any further information they require. The investigator will discuss your complaint with any individual directly concerned with the complaint you have raised.
- Where you attend a meeting to discuss your complaint you will receive a summary of the meeting normally within 5 working days. If you don't agree with the summary you can submit your own summary of the meeting within 5 working days of receiving the summary, to be included in the case file.
- You will receive a written account of the University's response to your complaint, normally within 20 working days from the acknowledgement from the member of staff investigating your complaint, which will include the outcome of the investigation and what, if any, action will be taken.

N.B. *If you submit your complaint directly to the Vice-Chancellor, Deputy Vice-Chancellor or other senior manager without having followed this procedure, it will be referred automatically (via the University's Complaints and Appeals Office) to the appropriate member of staff. This will inevitably lead to a delay in your concern or complaint being considered by the appropriate member of staff. The University's Complaints and Appeals Office will advise you that this has happened and outline the next steps you need to take.*

7. Review Stage

If you are not satisfied with the outcome of the Formal Complaint Stage, you may make a request for review to the University's Complaints and Appeals Office, within 10 working days of the date of the response from the University. Complaints submitted will be reviewed only if the complainant is able to demonstrate at least one of the following;

- That the University's response to your formal complaint failed to address all of the issues raised.
- That the University's response to your formal complaint failed to consider all of the evidence submitted.
- That there is evidence of bias and/or prejudice in the consideration of the complaint.

- That a procedural irregularity occurred in the consideration of your formal complaint.
- That any remedy offered is unreasonable in all the circumstances.

Being unhappy with the University's response at the Formal Complaint Stage is not sufficient grounds for the matter to be considered for review.

What you need to do

- Consider whether your request meets the criteria for review as detailed above.
- Complete a Request for Review Form within 10 working days of the date of the University's response to your complaint.

What you can expect

- The Complaints and Appeals Office Manager or nominee will assess your request for review using the criteria detailed above. The decision of the Complaints and Appeals Office as to whether or not to accept your request for review is the University's final decision.
- You will receive a response to your request for review normally within 10 working days of submitting your form to the Complaints and Appeals Office.
- If your request for review meets the criteria, your complaint will return to the formal complaint stage and be considered by a senior manager not involved in the first investigation of your formal complaint. You may not request a second review of the same complaint.
- If your request for review is rejected for failing to meet one of the criteria for review, you will receive a Completion of Procedures letter. This means that the University's internal procedures for dealing with your concern have been exhausted.

8. What are the timeframes for making complaints?

- Students should raise a complaint under the Early Resolution Stage as soon as the concern arises, and normally within 40 working days.
- Complaints submitted more than 40 working days after the issue(s) occurred will be considered only in exceptional circumstances. Exceptional circumstances are those in which the student is able to demonstrate good reason for not submitting the complaint earlier. The decision on whether or not to accept a late complaint is taken by the Complaints and Appeals Office and is the final decision of the University. A series of issues may compound themselves resulting in a complaint, the first of which may have taken place more than 40 working days before the complaint is submitted. In instances such

as these, the investigating manager will consider all matters which are relevant to the complaint being made.

- Students should submit a formal complaint within 10 working days of receiving a response under the Early Resolution Stage.

How long does the complaint process take?

The University endeavours to answer all complaints as soon as possible. Normally the Formal Complaint process, as detailed earlier in this procedure, will be completed within 90 days, in accordance with guidance from the Office of the Independent Adjudicator, from the date that a student submits a complaint. If a complaint is complex it may take longer than 90 days and in these circumstances the student will be advised accordingly and provided with updates on the progress of the complaint.

9. External Review - Office of the Independent Adjudicator for Higher Education

Once you have completed the University's internal procedures, if you remain unhappy with the outcome you may refer your complaint to the Office of the Independent Adjudicator (OIA). This must be done within 12 months of the date of the Completion of Procedures letter you will receive once you have completed the University's internal procedures.

Further information is available via [the OIA](#).

10. Vexatious Complaints

[The University's Vexatious Complaint Policy](#) outlines how the University will deal with complaints it considers to be persistent, harassing or disruptive.



UNIVERSITY OF PLYMOUTH

Student Complaints Procedure

Version number 1.1	Status (draft/final) Final	Owning Directorate / Faculty Academic Registry		
Summary of any amendments: This is a new student complaints procedure for 2019-20, replacing the complaint procedure in operation in 2019/20.				
Document objectives: To outline the internal stages a student can follow in the event of raising a complaint: <ul style="list-style-type: none"> • Early resolution • Formal stage • Review 				
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