

Academic Complaints

City, University of London is committed to providing high-quality services to our students. We value your feedback on areas we do well and areas which require improvement. These provide us with valuable information which enables us to improve. If you would like to make a comment or are unhappy with a service provided by the University, please let us know.

All complaints will be taken seriously and confidentiality will be respected. Your studies/results will NOT be affected if you raise a concern or complaint with us. Investigations will be carried out thoroughly and determined fairly, by someone who is not directly involved in the complaint. However, do remember it may not be possible to resolve the complaint resolution without revealing the identity of the person who is the subject of the complaint – anonymous complaints cannot be investigated. Allegations which are found to be unsubstantiated or malicious will be dismissed.

Decisions made by City, University of London will have regard to any applicable law. You are entitled to be accompanied at all stages of the complaints procedure by a person of your choosing. If a legal representative is chosen, the University must be given prior notice in order that we may consider similar support.

How to make a complaint

There are several stages to the procedure for making a complaint and it is important that you follow these. We hope that the majority of complaints can be dealt with at the first stage, as this should happen quickly and effectively.

We have provided a brief summary of the stages and procedure for making a complaint, but it is important that you read and follow the full procedure, which includes the timescales you will need to follow to make a complaint. This is available online as **section 26** of the University's regulations: <https://www.city.ac.uk/about/city-information/governance/constitution/senate-regulations>

ACADEMIC COMPLAINTS PROCEDURE

Stage 1	Informal complaint If you wish to make a complaint about the quality of the academic programme or any related service, you should first do so at the local level, by raising the issue with the individual, department or service provider directly involved. Issues of concern can often be resolved quickly and effectively at this stage. If you do not feel comfortable approaching that person, you should speak to your tutor or the programme leader. You will receive a written response to your complaint.
Stage 2	Formal complaint to the Academic Director, INTO If you are still dissatisfied, you should write to the Academic Director, who will conduct an investigation into your complaint and provide a response to you in writing.
Stage 3	Formal complaint to the University If still dissatisfied, you can make a formal complaint to City, University of London' and ask that the Stage 2 decision be reviewed. . The review will consider whether the outcome of Stage 2 was reasonable rather than reconsider the original case and its evidence. However, new information can be considered if a demonstrated, valid and over-riding reason why it was not submitted earlier is provided. You will receive a written response to the review.
Further	If you are not satisfied with the outcome of the University review, you will be issued with a 'completion of procedures' letter, and you may then take the complaint to the Office of the Independent Adjudicator (OIA) for Higher Education, which offers an independent scheme for the review of student complaints and appeals. The OIA normally considers applications only after this point has been reached, and all applications must satisfy the OIA's eligibility criteria. A review by the OIA may take up to six months to complete.

The Appeals, Complaints and Enhancement office operates through the Student Centre, and is independent of academic departments. It is able to advise about processes, but does not represent students. The Students' Union offers help with representation, or with writing an appeal or complaint. Further information, including contact details, is available at the Appeals, Complaints and Enhancement website: <https://www.city.ac.uk/about/education/academic-services/student-appeals-and-complaints>

Information about the Office of the Independent Adjudicator (OIA) for Higher Education is available from: www.oiahe.org.uk