

COMPLAINTS PROCEDURE

These procedures explain what to do if you are dissatisfied about our action or lack of action, or about the standard of service provided.

Commitment to our students

INTO Exeter is committed to responding to student complaints in a timely manner. We are committed to ensuring an appropriate level of confidentiality is maintained at all stages of the complaints process.

Explanation of our procedure

For complaints about teaching or academic matters, please follow the procedure set out in Section A below.

For complaints about finance or accommodation or any other matter, please follow the procedure set out in **Section B**.

Note: This procedure is not to be used for academic appeals (appeals against marks awarded during an assessment). For this, please refer to your Programme Handbook.

Section A For complaints about teaching or academic matters

1. For non-urgent or less serious problems related to teaching or academic matters, you should deal with this informally by talking to the relevant tutor, teacher or Programme Manager, or, if you feel you cannot do this, by contacting the relevant student representative of your Staff/Student Liaison Committee.
2. For more serious/urgent problems related to teaching or academic matters, or if you are unhappy with the response received after following the informal procedure set out in paragraph 1 above, you should raise a formal complaint in writing to the Academic Director, this is known as Formal Stage 1. This can be submitted via email (see staff contact details below).
3. The formal complaint should set out as much detail as possible about the problem so that the Academic Director can investigate the complaint thoroughly.
4. Within five working days of receipt of the complaint, the Academic Director will investigate the complaint. This may involve meeting with you and/or anybody else mentioned in the complaint, including witnesses. In the event that the investigation will take more than five working days to complete, we will let you know via email.

5. The Academic Director will respond to your complaint in writing by email within three working days of the conclusion of the investigation, and will tell you whether the complaint has been upheld, and if so, what action will be taken to address the complaint.
6. If you are unhappy with the outcome you can refer your complaint to the University through the Student Cases Office by following the University of Exeter's Student Complaint Procedure available at <http://www.exeter.ac.uk/staff/policies/calendar/part1/otherregs/complaints/> at Formal Stage 2.

Section B For finance or accommodation or other complaints.

7. For issues related to finance, accommodation or other non-academic matters, you should deal with this informally by talking to the Head of Student Services (see staff contact details below).
8. If you are unhappy with the response received after following the informal procedure set out in paragraph 1 above, you should raise a formal complaint in writing with the Centre Director via email (see staff contact details below) and should set out as much detail as possible about the problem.
9. Within five working days of receipt of the complaint, the Centre Director will investigate the complaint. This may involve meeting with you and/or anybody else mentioned in the complaint, including witnesses. In the event that the investigation will take more than five working days to complete, we will let you know in writing by email.
10. The Centre Director will respond to your complaint in writing (by email) within three working days of the conclusion of the investigation, and will tell you whether the complaint has been upheld, and if so, what action will be taken to address the complaint.
11. If you are unhappy with the response to your written complaint, you should appeal in writing to the VP, UK Operations and Policy, INTO University Partnerships within 5 working days of the date of the response letter, attaching the response letter from the Centre Director and setting out clearly why you are unhappy with the response. This can be delivered via email (see staff contact details below).
12. The VP, UK Operations and Policy will review your appeal within five working days of receipt of the appeal letter. This may involve them meeting with you, the Centre Director, and/or anybody else mentioned in the appeal or in the original complaint.
13. The VP, UK Operations and Policy will respond to your appeal in writing by email within three working days of the conclusion of the review, and will tell you whether the appeal has been upheld, and if so, what action will be taken to address the original complaint.

Staff contacts

For teaching and other academic matters, but not academic appeals:

Name	Role	Email
Sarah Shirley	Academic Director	S.Shirley@exeter.ac.uk

Name	Role	Email
Jill Bartholomew	Head of Student Services	J.bartholomew@exeter.ac.uk
Neil Macleod	Centre Director	neil.macleod@intoglobal.com
Sarah Williamson	VP, UK Operations and Policy	sarah.williamson@intoglobal.com

Overview of Student Complaints Procedure

Is your complaint about an academic matter or non-academic matter?

Academic

Teaching & Learning

Assessment

Access to learning resources



Informal stage

Raise the issue with the person directly responsible e.g. the Teacher or Programme Manager. Try to resolve it informally:

If you are still dissatisfied:



Formal Stage 1

Put your complaint in writing to the **Academic Director**

If you are dissatisfied with the outcome:



Formal Stage 2

Refer your complaint to the University through the Student Cases

Non-Academic

Student accommodation

Published information

Admissions

Finance



Informal Stage

Raise the issue with the Head of Student Services. Try to resolve the issue informally.

If you are still dissatisfied:



Formal Stage 1

Put your complaint in writing to the **Centre Director**

If you are dissatisfied with the outcome:



Formal Stage 2

Refer your complaint to INTO University Partnerships VP, UK Operations and Policy