

CANTERBURY CHRIST CHURCH UNIVERSITY
PROCEDURE FOR DEALING WITH COMPLAINTS BY UNIVERSITY REGISTERED STUDENTS AT
PARTNER INSTITUTIONS

What is the Scope of the Procedure for Dealing with Complaints by University Registered Students at Partner Institutions?

- 1 These procedures concern complaints made by students registered by the University and studying at partner institutions on University programmes. The procedures apply to complaints received after 1 September 2017.
- 2 The procedures do not apply to students studying at a partner institution not registered on a University programme.
- 3 The definition of a complaint is any specific concern about the provision of a programme of study or related academic or support service, including registration.
- 4 For the purpose of these procedures, 'Partner Institution' refers to another institution delivering, supporting, or assessing educational provision leading or contributing to academic credit or a qualification of the University.
- 5 The Partner Institution is to draw to the attention of all students, by suitable means, the arrangements for making complaints, including the role of the University, and to operate appropriate procedures for addressing complaints.

What is not included in the Scope of the Procedure for Dealing with Complaints by University Registered Students at Partner Institutions?

- 6 The procedures do not include disciplinary matters. The student disciplinary procedures of the Partner Institution apply to disciplinary matters. The exception is when the University initiates a disciplinary matter under the University Student Disciplinary Procedure as the issue affects only the University.
- 7 A student at a Partner Institution making an appeal against the decision-making process of an academic or professional body charged with making decisions on progression, assessment, plagiarism, academic awards or fitness to practise or professional suitability must use the [University Procedures relating to Appeals](#). The student must make such an appeal directly to the University and not to the Partner Institution.

How does a Student at a Partner Institution make a complaint and what are the arrangements for dealing with it?

- 8 A student is to make the complaint to the Partner Institution. The student is to use the Partner Institution's complaints procedure.
- 9 Where the Partner Institution's procedures include arrangement for early resolution, there is an expectation the student will use this arrangement. The Partner Institution conducts the early resolution stage of the complaints procedure in all cases, and explains to the student how to progress the complaint to the formal stage.
- 10 Investigation of the complaint at the formal stage, and the conduct of the review stage, depends on the nature of the complaint.
- 11 The Partner Institution reviews any formal complaint and decide which complaints fall within (a) its responsibility and/or (b) the responsibility of the University.
- 12 The Partner Institution may divide a complaint. This means the Partner Institution investigates the part within its responsibility. The Partner Institution is to complete the review promptly, and in any case within five working days.
- 13 The Partner Institution will inform the student in writing of the approach for addressing the complaint. Where the Partner Institution intends to pass a complaint to the University, it is to seek the agreement of the student for passing the relevant information. The Partner Institution is to pass to the University any part within its responsibility for investigation promptly after receiving the student's consent, and in any case within three working days.
- 14 Students should not have to wait longer or go through unnecessary procedural stages simply because of the involvement of the University. Therefore, Partner Institutions should promptly review complaints, inform students of the approach for addressing the complaint and pass information to the University.

What complaints are the responsibility of the University?

- 15 Where the complaint relates to the academic standards and/or quality of the learning opportunity, the Partner Institution, with the agreement of the student, is to refer the complaint to the University.
- 16 The University will conduct the formal and review stages of the complaints process in accordance with the [University Student Complaints Procedure](#).

What happens when the internal procedures of the Partner Institution are complete?

- 17 If the Partner Institution is a Scheme Member of the Office of the Independent Adjudicator (OIA), it will issue the student with a Completion of Procedures letter explaining how to complain to the OIA.
- 19 If the Partner Institution is not an OIA Scheme Member, it will issue the student a letter confirming its internal procedures are complete. The letter it make clear the student may complain to the Vice-Chancellor at the University within twenty working days of the date of the letter.

What are the Arrangements for making a Complaint to the University Vice-Chancellor where a Partner Institution is not an OIA Scheme Member?

- 20 The University will consider a complaint from a student provided the Vice-Chancellor receives the complaint within twenty working days of the date of the Partner Institution's letter. In exceptional circumstances, the Vice-Chancellor may extend the time allowed for submission of a complaint if satisfied there were valid reasons for not making the submission within twenty working days. Such circumstances might include, but are not limited to, the student being ill or having other pressing reasons.
- 21 The Vice-Chancellor will nominate a suitable individual to review the complaint.
- 22 The Vice-Chancellor's nominee is not limited in the means of seeking a resolution. The nominee may, for example, propose a particular course of action, recommend mediation be undertaken subject to the agreement of the student or determine that a further investigation is to be undertaken.
- 23 A potential outcome of the Review Stage is confirmation the Partner Institution followed the procedures, the outcome was reasonable and there was no further action for the Partner Institution or the University to take.
- 24 The University aims to complete the Review Stage within twenty working days of the Vice-Chancellor acknowledging the complaint. The general exception is where the University receives the complaint outside the published term dates of the University, when the aim is to complete the Review Stage within forty working days of the acknowledgement of the complaint.
- 25 The decision of the Vice-Chancellor's nominee represents the completion of the internal procedures of the University.

What happens after the Internal Procedures of the University are complete?

- 26 Once the student completes the internal procedures of the University but believes it did not appropriately address the complaint, the student may complain to the Office of the Independent Adjudicator for Higher Education (OIA). The University will issue a Completion of Procedures letter.

Student Complaints Procedure for Students Studying with University Partner Institutions

