

**1** This procedure relates to complaints received by the University relating in whole or in part to collaborative partner institutions of the University. By collaborative partner institutions is meant Associate Colleges and institutions offering programmes jointly with the University, or franchised or validated by the University. Where complaints relate to partner institutions based in the UK, they shall be referred to the Deputy Vice-Chancellor, Academic. Where complaints relate to partner institutions based outside the UK, they shall be referred to the Deputy Vice-Chancellor International & Marketing. References to the “Deputy Vice-Chancellor” made below, shall be interpreted in this context

**2** Such complaints must always be referred to the Deputy Vice-Chancellor, who shall at once inform the collaborative partner institution of the nature and substance of the complaint. The Deputy Vice-Chancellor shall decide whether a complaint has substance, prima facie. In so deciding, they shall have regard to the following considerations:

- Where the University receives a complaint or complaints against a collaborative partner institution, it shall at the outset determine which complaints, if any, are within its jurisdiction.
- The University shall decline absolutely to deal with any complaint against a collaborative partner institution unless the internal procedures of that institution have been fully exhausted and the procedures of any professional accrediting body have likewise been fully exhausted.
- The University shall decline absolutely to deal with any complaint against a collaborative partner institution if legal proceedings have been commenced in relation to that complaint, and shall continue to so decline until legal proceedings have been fully ended.
- Anonymous complaints or grievances will not normally be considered.

**3** Where a complaint is deemed by the Deputy Vice-Chancellor to have substance prima facie, the complaint shall be referred to a panel chaired by the Director of the Centre for Learning and Teaching Enhancement and whose other members shall be an internal expert (preferably of professorial status) and an external expert, the panel aided by a secretary and, if deemed necessary by the chair, a legal assessor.

**4** The panel shall report its findings as quickly as practicable to the Deputy Vice-Chancellor, copies of its report being sent simultaneously to the complainant and the collaborative partner institution.

**5** The Deputy Vice-Chancellor shall consider the report, and any representations made to him/her by either the complainant or the collaborative partner institution, and shall forward his/her conclusions to the Vice-Chancellor, together with a summary of the complaints in respect of which the panel was established.

**6** The Vice-Chancellor shall reach a determination in relation to the matters which formed the substance of the complaint, and shall inform either the Board of Governors or the Academic Board, as they deem appropriate; the Vice-Chancellor shall at the same time inform the complainant and the partner institution of the outcome.

**7** There shall be no grounds of appeal against the determination of the Vice-Chancellor.

**8** The Deputy Vice-Chancellor and the Director of the Centre for Learning and Teaching Enhancement shall have the joint discretion to require a complainant to lodge with the University a sum of money which is liable to forfeit in whole or in part should the complaint, once investigated, be deemed to be frivolous, vexatious, malicious and/or without substance.

**9** Where the internal procedures of the partner institution and the University have been completed, and where the complaint relates to provision which is under the control of the University, or where the partner institution is a UK Higher Education establishment, the student may refer the complaint to the Office of the Independent Adjudicator, within 3 months of the date of the “completion of procedures letter” issued to the student by the University. The student should write to the OIA, Third floor, Kings Reach, 38-50 Kings Road, Reading, RG1 3AA, United Kingdom. They should enclose a copy of the final decision of the University and state the reasons for seeking redress from the Higher Education Independent Adjudicator. Email enquiries may be sent to [enquiries@oiahe.org.uk](mailto:enquiries@oiahe.org.uk).