



QA Higher Education Complaints Procedure

In the event of you having a complaint about any aspect of your experience at the University or with QA Higher Education you should raise this in the first instance with the Head of Quality Assurance, your Course Director, or appropriate member of staff you feel comfortable with.

It is anticipated that the vast majority of complaints will be resolved at this stage. We will initially aim to investigate and address your concern quickly and informally. You should normally expect to receive a written or verbal response within 5 working days.

If we are unable to resolve your complaint informally, you will be directed to make a formal complaint by following QA Higher Education's formal complaints procedure which may be used by students and prospective students.

QA Higher Education's Senior Management Team has overall responsibility for the complaints procedure. It monitors the complaints received and the effectiveness of the procedure in addressing them. The Senior Management Team will review any common causes or patterns of complaints that emerge.

Types of complaints covered by this policy

This is a single complaints procedure that can be used to complain about any service QA Higher Education provides. The list is not exhaustive, but is likely to fall under the following categories:

- Complaints in respect of academic or administrative support or other services;
- Complaints arising from the educational experience (e.g. poor teaching or supervision);
- The behaviour of another student or member of staff.

Stages of the procedure

1. Informal stage

If a student is considering making a complaint they are strongly advised to raise the issue informally with the Head of Registry, the Course Director, their Personal Tutor or an appropriate member of staff that they feel comfortable with. It is anticipated that the vast majority of complaints will be resolved at this stage. A student should normally expect to receive a written or verbal acknowledgement within five working days. This is the preferred method of resolution without recourse to formal procedures. The informal complaint will be logged and the Complaints Officer will be responsible for analysing the complaints and making a report to the Senior Management Team.

2. Formal stage

If the complaint cannot be resolved informally a student can pursue a formal complaint to the awarding University. The procedures can be found in the student handbook for the particular programme of study. Students can also contact the Complaints Officer at QA Higher Education for further guidance: Email: QAHE.Complaints@qa.com.