

INTO CITY NON-ACADEMIC COMPLAINTS PROCEDURE

“What should I do if I have a problem or complaint?”

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INTO City University of London staff make every effort to ensure that your time here is safe, enjoyable and successful. INTO City University of London, is as safe and comfortable as possible. Sometimes, however, things can go wrong. Often, the best way to resolve a problem is to talk to the person involved and explain what you feel unhappy about and what you think is the best way forward to prevent it happening again. You can also seek advice and assistance from Student Services staff via the

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In the event that this has not worked or the matter is more serious, you should bring it to the attention of the relevant department staff without delay. Depending upon the nature of the problem or complaint, you may communicate this verbally to the staff, or alternatively, for more serious issues, in writing for the attention of the Head of Student Services. On receipt of a complaint in writing, the Head of Student Services will acknowledge the complaint, look into the matter and reply in writing within 10 working days of receiving your letter / Email.

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If, after this, you feel the matter remains unresolved, you may put your concerns in writing, including what steps you have taken, to the highest level, the Chief Operations Officer, who will acknowledge your complaint, look into the matter and respond accordingly.

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Ultimately, students may complain to the [Office of the Independent Adjudicator](http://www.oiahe.org.uk/) (OIA) if they believe that the University has acted improperly or incorrectly, but the internal procedures must be exhausted first. Further information can be found at: <http://www.oiahe.org.uk/>