

INTO »



INTO CITY

NON-ACADEMIC COMPLAINTS PROCEDURE

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



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 located at the First Floor Welcome Desk, or by sending them an email at intocity.studentservices@intoglobal.com.



If 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, investigate the matter and reply within ten working days of receiving your letter/email.



If you are still not satisfied that your situation or complaint has been resolved, you can appeal in writing for the attention of the Centre Director.

On receipt of a complaint in writing, the Centre Director will acknowledge the complaint, investigate the matter and reply within fifteen working days of receiving your letter/email.



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