

# Complaints Procedure

We regard a complaint as any expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us or on our behalf.

## Commitment to our students

INTO Manchester is committed to responding to student complaints effectively and in a timely manner. We are committed to ensuring that decisions are taken by people without actual or perceived conflicts of interest at all stages of the process and to that an appropriate level of confidentiality is maintained at all stages of the complaints process.

## Explanation of our procedure

For complaints about teaching or academic matters, please follow the procedure set out in Section A below. For complaints about finance or accommodation or any other matter, please follow the procedure set out in Section B.

**Note:** This procedure is not to be used for academic appeals (appeals against marks awarded during an assessment). For this, please refer to your Programme-specific handbook.

### A For complaints about teaching or academic matters:

1. For non-urgent or less serious problems related to teaching or academic matters, you should deal with this informally by talking to the relevant tutor or teacher or, if you feel you cannot do this, by contacting the relevant student representative for them to raise the issue at student representative meetings.
2. For more serious/urgent problems related to teaching or academic matters, or if you are unhappy with the response received after following the informal procedure set out in paragraph 1 above, a formal complaint must be made in writing to your Programme Manager (contact details are found in Appendix 1).
3. The formal complaint should set out as much detail as possible about the problem so that the Programme Manager can investigate the complaint.
4. Within five working days of receipt of the complaint, the Programme Manager will investigate the complaint. This may involve meeting with you and/or anybody else mentioned in the complaint, including witnesses. In the event that the investigation will take more than five working days to complete, we will let you know in writing (via email or letter).

5. The Programme Manager will respond to your complaint in writing (by email or letter) within three working days of the conclusion of the investigation, and will tell you whether the complaint has been upheld, and if so, what action will be taken to address the complaint.
6. If you are unhappy with the response to your written complaint, you should appeal in writing to the Academic Director within 5 working days of the date of the response letter, attaching the response letter from the Programme Manager and setting out clearly why you are unhappy with the response. This can be via letter delivered by hand to the Academic Director, or via email (contact details are found in Appendix 1).
7. The Academic Director will review your appeal within five working days of receipt of the appeal letter. This may involve meeting with you, the Programme Manager, and/or anybody else mentioned in the appeal or in the original complaint.
8. The Academic Director will respond to your appeal in writing (by email or letter) within three working days of the conclusion of the review, and will tell you whether the appeal has been upheld, and if so, what action will be taken to address the original complaint.
9. INTO Manchester is a member of English UK, a national association of English language centres. As such, if you are studying a course at RQF level 3 or below, and you remain unhappy with the way in which your complaint has been handled, you should refer to the English UK Student Complaints Procedure, available under the 'Students' tab at [www.englishuk.com](http://www.englishuk.com).
10. If you are studying a course at RQF level 4 or above, along with the outcome of your appeal to the Academic Director, you will be issued with a 'completion of procedures' letter, detailing your complaint, how it was handled and the outcome. If you are not satisfied with the outcome at this stage, you may be able to take the complaint to the Office of the Independent Adjudicator (OIA) for Higher Education, which offers an independent scheme for the review of student complaints and appeals. The OIA normally considers applications only after this point has been reached, and all applications must satisfy the OIA's eligibility criteria. A review by the OIA may take up to six months to complete.

Further information about the OIA, including who is eligible to appeal to them, and what kind of complaints they may consider, can be found at [www.oiahe.org.uk](http://www.oiahe.org.uk)

## **B For finance or accommodation or other problems:**

11. For non-urgent or less serious problems related to finance, accommodation or other non-academic matters, you should deal with this informally by talking to the finance assistant or accommodation officer respectively (contact details are found in Appendix 1) or contacting the reception desk and asking to speak to a member of the Student Services team. If you prefer, you can contact the relevant student representative for them to raise the issue at student representative meetings.

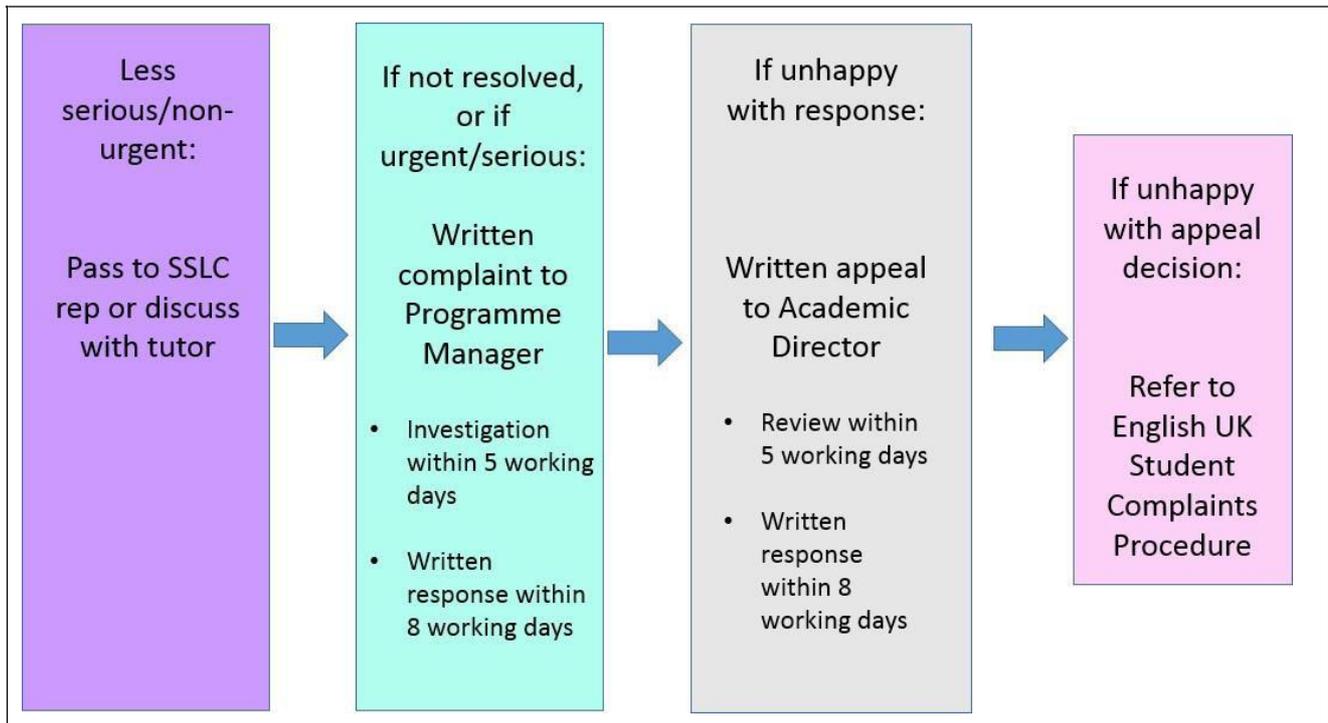
12. For more serious/urgent problems related to finance , accommodation or other non-academic matters, or if you are unhappy with the response received after following the informal procedure set out in paragraph 1 above, a formal complaint must be made in writing to the Head of Student Services. This can be via letter delivered by hand to the Head of Student Services, or via email (contact details are found in Appendix 1). The Head of Student Services will then appoint an appropriate person, who has not been previously involved in the matter, to investigate the complaint (the 'Investigating Officer').

13. The formal complaint should set out as much detail as possible about the problem so that the Investigating Officer can investigate the complaint.
14. Within five working days of receipt of the complaint, the Investigating Officer will investigate the complaint. This may involve meeting with you and/or anybody else mentioned in the complaint, including witnesses. In the event that the investigation will take more than five working days to complete, we will let you know in writing (by email or letter).
15. The Investigating Officer will respond to your complaint in writing (by email or letter) within three working days of the conclusion of the investigation, and will tell you whether the complaint has been upheld, and if so, what action will be taken to address the complaint.
16. If you are unhappy with the response to your written complaint, you should appeal in writing to the Centre Director within 5 working days of the date of the response letter, attaching the response letter from the Investigating Officer and setting out clearly why you are unhappy with the response. This can be via letter delivered by hand to the Centre Director, or via email (contact details are found in Appendix 1).
17. The Centre Director will review your appeal within five working days of receipt of the appeal letter. This may involve them meeting with you, the Investigating Officer, and/or anybody else mentioned in the appeal or in the original complaint.
18. The Centre Director will respond to your appeal in writing (by email or letter) within three working days of the conclusion of the review, and will tell you whether the appeal has been upheld, and if so, what action will be taken to address the original complaint.
19. INTO Manchester is a member of English UK, a national association of English language centres. As such, if you are studying a course at RQF level 3 or below, and remain unhappy with the way in which your complaint has been handled, you should refer to the English UK Student Complaints Procedure, available under the 'Students' tab at [www.englishuk.com](http://www.englishuk.com).
20. If you are studying a course at RQF level 4 or above, along with the outcome of your appeal to the Centre Director, you will be issued with a 'completion of procedures' letter, detailing your complaint, how it was handled and the outcome. If you are not satisfied with the outcome at this stage, you may be able to take the complaint to the Office of the Independent Adjudicator (OIA) for Higher Education, which offers an independent scheme for the review of student complaints and appeals. The OIA normally considers applications only after this point has been reached, and all applications must satisfy the OIA's eligibility criteria. A review by the OIA may take up to six months to complete.

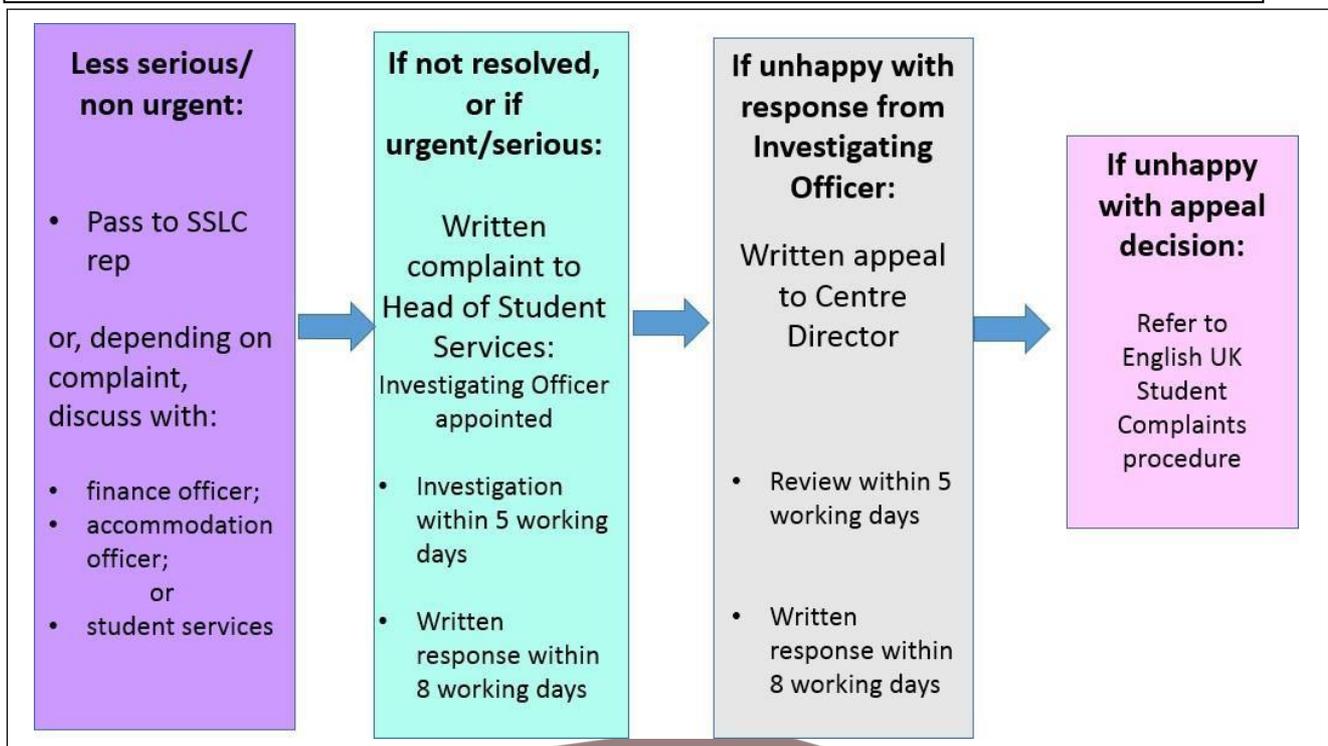
Further information about the OIA, including who is eligible to appeal to them, and what kind of complaints they may consider, can be found at [www.oiahe.org.uk](http://www.oiahe.org.uk)

## Overview of Student Complaints Procedure

### For teaching or other academic matters:



### For finance, accommodation or other non-academic matters:



## Appendix 1: Staff contact details

### For teaching or other academic matters

Role	Name	Email
Programme Manager - English Language Programme (General English and Academic English)	Kes Poupaert	<a href="mailto:kes.poupaert@intoglobal.com">kes.poupaert@intoglobal.com</a>
Programme Manager - International Foundation Humanities	Fergus Mackinnon	<a href="mailto:fergus.mackinnon@intoglobal.com">fergus.mackinnon@intoglobal.com</a>
Programme Manager- International Foundation Science	Nia Faulder	<a href="mailto:nia.faulder@intoglobal.com">nia.faulder@intoglobal.com</a>
Programme Manager- International Foundation English for Academic Purposes	Chris Mercer	<a href="mailto:chris.mercer@intoglobal.com">chris.mercer@intoglobal.com</a>
Programme Director – International Foundation Programmes (Humanities, Science and EAP)	Diarmuid Fogarty	<a href="mailto:diarmuid.fogarty@intoglobal.com">diarmuid.fogarty@intoglobal.com</a>
Programme Manager- International Foundation Art and Design	Samantha Donnelly	<a href="mailto:samantha.donnelly@intoglobal.com">samantha.donnelly@intoglobal.com</a>

Programme Manager - International Year One	Damian Owen	<a href="mailto:damian.owen@intoglobal.com">damian.owen@intoglobal.com</a>
Higher Education Programme Manager (including Pre Master's Programme)	Sandra Fraser	<a href="mailto:sandra.fraser@intoglobal.com">sandra.fraser@intoglobal.com</a>
Academic Director	Lucy Thomas	<a href="mailto:lucy.thomas@intoglobal.com">lucy.thomas@intoglobal.com</a>

**For finance or accommodation, or other non-academic matters**

Role	Name	Email
Finance Assistant	Giselle Ingham	<a href="mailto:giselle.ingham@intoglobal.com">giselle.ingham@intoglobal.com</a>
Accommodation Officer	Christine Man	<a href="mailto:christine.man@intoglobal.com">christine.man@intoglobal.com</a> ;
Head of Student Services	Sion Jones	<a href="mailto:sion.jones@intoglobal.com">sion.jones@intoglobal.com</a>
Centre Director	Dawn Abbott	<a href="mailto:dawn.abbott@intoglobal.com">dawn.abbott@intoglobal.com</a>