



INTO University Partnerships Limited (“INTO”) Complaints Policy Statement

January 2022

Commitment to students

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

Our procedure

INTO is committed to complaints processes which align with the OIA’s Good Practice Framework ie: which are:

- Accessible and easy to navigate;
- Clear and easy to understand;
- Proportionate, consisting of escalating tiers;
- Completed within a reasonable timeframe;
- Fair, ensuring students are not disadvantaged;
- Independent;
- Confidential; and;
- Improve the student experience.

Operational complaints policies for each individual INTO Centre are available on request.