



COMPLAINTS PROCEDURE

These procedures explain what to do if you are dissatisfied about our action or lack of action, or about the standard of service provided. Complaints should be made within the academic year the matter occurred and ideally INTO is informed as soon as possible.

Commitment to our students

INTO Exeter is committed to responding to student complaints in a timely manner. We are committed to ensuring 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. This procedure is not to be used for academic appeals (appeals against marks awarded during an assessment). For this, please refer to your Programme Handbook.

For complaints about finance or accommodation or any other matter, please follow the procedure set out in **Section B**.

Section 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, teacher or Academic Manager, or, if you feel you cannot do this, by contacting the relevant student representative of your Staff/Student Liaison Committee.
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, you should raise a formal complaint in writing to the Academic Director, this is known as Formal Stage 1. This can be submitted via email (see staff contact details below).
3. The formal complaint should set out as much detail as possible about the problem so that the Academic Director can investigate the complaint thoroughly.
4. Within five working days of receipt of the complaint, the Academic Director 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 via email.
5. The Academic Director will respond to your complaint in writing by email 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 outcome and can demonstrate that the Centre has not followed procedure in line with published policies, you can refer your complaint to the University through the Student Cases Office by following the University of Exeter's Student Complaint Procedure available at <http://www.exeter.ac.uk/staff/policies/calendar/part1/otherregs/complaints/> at Formal Stage 2.
7. If you remain unhappy with the outcome you may refer the complaint to the Office of the Independent Adjudicator for consideration if it is eligible under its procedures. This must be done within twelve months of the date on which the Completion of Procedures letter was issued. Information on the process can be found at <https://www.oiahe.org.uk/students/>

Section B For finance or accommodation or other complaints.

1. For issues related to finance, accommodation or other non-academic matters, you should deal with this informally by talking to the Director of Support Services (see staff contact details below).
2. If you are unhappy with the response received after following the informal procedure set out in paragraph 1 above, you should raise a formal complaint in writing with the Centre Director via email (see staff contact details below) and should set out as much detail as possible about the problem.
3. Within five working days of receipt of the complaint, the Centre Director 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.
4. The Centre Director will respond to your complaint in writing (by email) 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.
5. If you are unhappy with the response to your written complaint and can demonstrate that the Centre has not followed procedure in line with published policies, you should appeal in writing to the VP, UK Operations and Policy, INTO University Partnerships within 5 working days of the date of the response letter, attaching the response letter from the Centre Director and setting out clearly why you are unhappy with the response. This can be delivered via email (see staff contact details below).
6. The VP, UK Operations and Policy will review your appeal within five working days of receipt of the appeal letter. This may involve them meeting with you, the Centre Director, and/or anybody else mentioned in the appeal or in the original complaint.
7. The VP, UK Operations and Policy will respond to your appeal in writing by email 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.

Staff contacts

For teaching and other academic matters, but not academic appeals:

Name	Role	Email
Caroline Chipperfield	Academic Director	C.Chipperfield@exeter.ac.uk

For non-academic matters:

Name	Role	Email
Jill Bartholomew	Director of Support Services	j.bartholomew@exeter.ac.uk
Thomas Lavin	Centre Director	T.Lavin@exeter.ac.uk
Sarah Williamson	VP, UK Operations and Policy	sarah.williamson@intoglobal.com

Overview of Student Complaints Procedure

