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 and may investigate any such expression of dissatisfaction under this policy even where not submitted as a “complaint”

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 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, non-academic 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.*

As you are a student at INTO Manchester, any complaints you may have will follow INTO Manchester procedures and not the procedures of our University partners.

Who can make a Student Complaint?

The Student Complaints Procedure may be used by anyone who is, or was, an applicant and anyone who is, or was, an enrolled student. This includes those accepted to study, those registered as students and those who recently left the institution.

Students who wish to make a formal complaint must do so within two calendar months of the incident that has given rise to the complaint. Students wishing to submit a complaint outside of this timeframe must have a credible and compelling explanation for the late submission.

INTO Manchester will only accept a complaint from the student and not from someone else on the student’s behalf, e.g. from a parent, spouse or agent. In exceptional circumstances, at the discretion of the Centre Director, a third party may submit a complaint on a student’s behalf if the student provides written consent and a reason deemed acceptable.

Student complaints which are received anonymously are not normally accepted. Students who wish to raise a concern anonymously should be aware that this could impede the investigation and communication of the outcome. If a member of staff receives an anonymous complaint, he/she will be expected to seek advice from the Senior Management team as to how the complaint should be dealt with.

Support for students

Students have the right to be accompanied by, supported or advised at any stage of the procedure by another member of the INTO Manchester community (i.e. a person who is a currently enrolled student or a member of staff). If a student is under 18 years of age they must be accompanied by a parent, guardian or a member of staff from Student Services.

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 the Academic Director or Academic Manager (all other programmes) (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 relevant Manager can investigate the complaint.

4. Within ten working days of receipt of the complaint, the relevant 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 ten working days to complete, we will let you know in writing (via email or letter).

5. The relevant 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 investigating 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 ten working days of receipt of the appeal letter. This may involve meeting with you, the relevant 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.

If you are unhappy of the outcome of your appeal you may be eligible to refer your complaint to an external person to the INTO Manchester Centre.

All Students

9. INTO Manchester is part of the INTO University Partnerships network of Centres in the UK. If your complaint is about a non-English Language related element of your programme and you remain unhappy with the way in which your complaint has been handled, you should write to Nuala Corr, SVP UK Partnerships, nuala.corr@intoglobal.com. An appropriate Senior Manager outside the Centre will then review how your complaint has been handled.

Students studying the International Year One (IYO) or Masters Preparation Programme (MPP)

10. 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

Complaints regarding the English language element of programmes

11. INTO Manchester is a member of English UK, a national association of English language centres. If your complaint is about an English Language Programme or the English Language element of your programme and you remain unhappy with the way in which your complaint has been handled, you should refer to the English UK Student Complaints Procedure.

B For finance or non-academic complaints:

12. For non-urgent or less serious problems related to finance or any non-academic complaint, students should contact the relevant member of the Student Support Services (contact details are found in Appendix 1) or contact the Welcome desk and asking to speak to a member of the Student Support Services team. If you prefer, you can contact the relevant student representative for them to raise the issue at student representative meetings.

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

14. The formal complaint should set out as much detail as possible about the problem so that the Investigating Officer can investigate the complaint.

15. Within ten 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 ten working days to complete, we will let you know in writing (by email or letter).

16. 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.

17. 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).

18. The Centre Director will review your appeal within ten 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.

19. 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.

If you are unhappy of the outcome of your appeal, you may be eligible to refer your complaint

to an external person to the INTO Manchester Centre.

All Students

20. INTO Manchester is part of the INTO University Partnerships network of Centres in the UK. If your complaint is about a non-English Language related element of your programme and you remain unhappy with the way in which your complaint has been handled, you should write to Nuala Corr, SVP UK Partnerships, nuala.corr@intoglobal.com. An appropriate Senior Manager outside the Centre will then review how your complaint has been handled.

Students studying the International Year One or Masters Preparation Programme

21. 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

Students studying Academic English

22. INTO Manchester is a member of the English UK, a national association of English language centres. If you remain unhappy with the way in which your complain has been handled, you should refer to the English UK Student Complaints Procedure - https://www.englishuk.com/complaints.

Please note anonymous complaints may not be dealt with in the same timeframe as set out above.

Appendix 1: Staff contact details

For teaching or other academic complaints

Role	Name	Email
Academic Manager - International Foundation Humanities	Dominic Field	dominic.field@intoglobal.com
Academic Manager- International Foundation Science	Sarah Marshall	sarah.marshall@intoglobal.com
Academic Manager - International Foundation English for Academic Purposes and Academic English	Chris Mercer	chris.mercer@intoglobal.com
Academic Director	Diarmuid Fogarty	diarmuid.fogarty@intoglobal.com

For finance or non-academic complaints

Role	Name	Email
Director, Support Services	Sion Jones	sion.jones@intoglobal.com
Centre Director	Dawn Abbott	dawn.abbott@intoglobal.com