

STUDENT COMPLAINTS POLICY AND PROCEDURE

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Amendment History:

Version Number:	Effective Date:	Summary of Amendments:	Author:
1.1	8th October 2020	Addition of legal representation (2.3.5)	Helen Collinson, Registrar, Academic Registry
1.2	13th July 2021	Update owner and author. Update roles and nomenclature. 2.2.3 reference added to staff investigations 2.3.3 reference to advice and guidance and well-being support	Helen Collinson, Registrar, Academic Registry
1.3	28th July 2021	Updating of area types	Sophie Pegum, Student Administration Assistant, Academic Registry
1.4	1st December 2021	Add to Stage 4 review route to Awarding Organisations (for apprenticeship provision) 3.28-3.31 Update appendix 5.1 to include ESFA	Helen Collinson, Registrar, Academic Registry
1.5	20th March 2023	Add reference to qualifications delivered by external bodies (3.31) Routine updating (eg. updated job roles)	Julie Canavan-Price, Assistant Registrar, Academic Registry
1.6	21st August 2023	Scheduled review	Julie Canavan-Price, Assistant Registrar, Academic Registry
1.7	11th June 2024	Scheduled review – routine changes and updates to terminology.	Julie Canavan-Price, Assistant Registrar, Academic Registry
2.0	24 th June 2025	Scheduled review – routine updates to terminology and for clarity. Revision of membership of adjudication panels.	Julie Canavan-Price, Assistant Registrar, Academic Registry

		Addition of information on when complaints about staff fall out of scope of student complaints and how these are referred to People (HR) team	
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1. Purpose

- 1.1 University Academy 92 (UA92) seeks to always provide students with a high-quality experience. We recognise, however, that there may be occasions when students, either individually or in a group, are dissatisfied with a particular service or aspect of their education at UA92 and want to make a complaint.
- 1.2 This policy sets out how complaints will be managed, the responsibilities of all parties, and the opportunity for external scrutiny should remain dissatisfied with UA92.
- 1.3 This policy also provides details of when complaints will be referred to Lancaster University for consideration as the awarding body for UA92 awards.

2. Scope

- 2.1 For the purposes of this policy and procedure, a complaint is defined as: 'An expression of dissatisfaction by one or more students about UA92's action or lack of action or about the standard of service provided by or on behalf of UA92'.
- 2.2 This procedure applies to all current students registered on a UA92 programme. A student who has left UA92 can also invoke this procedure within one month of the end of their registration. Any exceptions to this will be determined on an ad hoc basis and at the discretion of UA92 by the Complaints Co-ordinator.
- 2.3 Where a group of students want to complain as a group about the same matter, the group must nominate a spokesperson to speak on behalf of the group. The spokesperson will be responsible for all communication with UA92 and attending any meetings arranged as part of the investigation and/or determination of the complaint. All students should email complaints@ua92.ac.uk to confirm that they give their consent for the spokesperson to speak on their behalf.
- 2.4 UA92 will not typically accept complaints submitted anonymous as these are difficult to fully investigate and report outcomes when the complainant's identity is unknown.

2.5 UA92 may consider requests for a complainant's identity to be kept anonymous during proceedings, but only where a compelling case is made as to why this is necessary to the case, which must be supported by evidence.

2.6 Complaints made by students can be wide-ranging. Concerns raised might include, but are not limited to:

- i. Quality of facilities and learning resources provided by UA92;
- ii. The delivery of a programme, teaching and/or administration;
- iii. Unfair treatment or inappropriate behaviour by a staff member;
- iv. Misleading and/or incorrect information;
- v. The quality and standard of any service provided or failure to provide such a service;
- vi. Dissatisfaction with UA92 policies and/or procedures.

2.7 Complaints may be lodged against:

- i. Members of UA92 staff; and/or
- ii. UA92 academic, administrative or support services.

2.8 Under this policy and procedure, students cannot complain about:

- i. Other students;
- ii. Persons on campus who are not members of UA92;
- iii. Facilities over which UA92 has no authority (e.g. commercial businesses and transport links).

2.9 Students wishing to complain about these areas can seek the advice of the UA92 Complaints Co-ordinator as to how best to take them forward.

2.10 This policy and procedure does not apply to dissatisfaction about:

- i. Decisions of Boards of Examiners or other academic matters governed by the Academic Appeals Policy and Procedure;
- ii. Actions and behaviours where other UA92 procedures apply and take precedence e.g. complaints relating to allegations of bullying or harassment will normally be dealt with in accordance with UA92's Investigations Policy and Procedure and Disciplinary Policy and Procedure (staff) and Student Disciplinary Code of Conduct (students). Policy statements relating to bullying or harassment can be found in the UA92 Grievance Policy (section 5).c
- iii. Any potential breach of criminal law (these will normally be referred to the police);
- iv. Decisions made by UA92 in line with the Student Code of Conduct and Disciplinary Policy;
- v. Persons applying for a UA92 programme, i.e. complaints about admissions processes. These are covered by UA92's Admissions Policy.

2.11 On occasions, a complaint may fall within the scope of two or more different procedures. Where that is the case, and with the agreement of the student(s) affected, we may decide to deal with it collaboratively across different Directorates and/or procedures. Depending on the nature of the complaint, it may be appropriate to suspend one procedure pending the

completion of another. This will be discussed with the student(s) at the relevant time.

2.12 Where complaints are raised against a member of UA92 staff, depending on the nature of the complaint, this may be passed over to the People Team so that they can proceed with an investigation according to the relevant staff facing policy and procedure. Any investigations will be conducted by an individual from UA92 who is independent of the situation. UA92 will ensure that support is in place to support both the student and the member of staff throughout the process.

2.13 Students on work placement are expected to use the complaints procedure of the placement provider if the complaint relates to issues within the placement itself and where UA92 cannot reasonably be expected to have had any involvement. If the complaint relates to issues where UA92 can reasonably be expected to have had some involvement or the issues have impacted on the student's learning experience, the student should follow UA92's complaints procedure.

2.14 UA92 recognises that complaints can be related to difficult situations for students. Where appropriate, the complaint coordinator may refer the student to UA92's Student Support team for further assistance.

2.15 Students may request a referral to an independent advisor. Although UA92 will facilitate this arrangement, the advice and guidance given will be independent of UA92.

2.16 It is strongly encouraged that students raise complaints directly with UA92. UA92 will only engage with a third party with express permission from a student, which must be provided in advance and in writing.

2.17 Students have the right to be accompanied and supported at any meeting by one other person. They may request that their supporter represents them by expressly authorising this in writing to the complaint coordinator at least 48 hours before the meeting.

2.18 Students should not require legal representation as proceedings are designed to be as informal and supportive as possible. If a student does wish to employ legal representation, a request must be made at least five working days before the meeting and each request will be considered on a case-by-case basis. In such instances, UA92 will also reserve the right to legal representation.

3. Definitions (where required)

Student	For the purposes of this policy and procedures, the term 'student' includes anyone enrolled on a UA92 programme, including apprentices. Where qualifications are awarded by an external organisation, the student may be required to use the third-party's policy and procedure where appropriate.
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4. Responsibilities

Role	Responsible for
Academic Registry	Department with overall responsibility for the effective and compliant handling of student cases.
Lead Officer	Day-to-day responsibility for the operationalisation of this policy and procedure
Joint Academic Governance Committee	Responsible for reviewing cases on an annual basis and approving amendments to the policy and procedure as required.

5. Policy Statement

5.1 The objective of the complaints policy and procedure is to establish the facts and come to a reasonable and just resolution which is both relevant and proportionate and is underpinned by the following overriding principles:

- i. That UA92 will deal with all complaints confidentially so far as it is able, and expects all parties involved to honour this approach. Information will only be released to those who need it for the purposes of investigating and responding to a complaint;
- ii. That all parties will treat each other with respect, act without bias or prejudice and in a sensitive, fair and prompt manner;
- iii. That informal resolution will be promoted in as many cases as possible;
- iv. That all complaints will be taken seriously, investigated thoroughly and can be made without fear of penalty;
- v. That no student will be disadvantaged for making a complaint in good faith, and all reasonable complaints will be taken seriously and dealt with according to the agreed procedure. However, if it is established that complaints are frivolous or vexatious, then they will not be considered reasonable, and UA92 may take disciplinary action;
- vi. That the procedure will be clear, transparent and fair to all parties;
- vii. That all reasonable measures will be taken to ensure that no student is disadvantaged;
- viii. That technology will be used, as appropriate, to facilitate this procedure;
- ix. That meetings will normally be conducted on Microsoft Teams, however these may be conducted in person where deemed more appropriate or where this is considered a reasonable adjustment;
- x. That any decisions reached will use the balance of probabilities as the standard of proof;
- xi. That in the interests of transparency, fairness and integrity, all investigations will be conducted through a process of open correspondence, unless there are legitimate reasons for any information or communications to remain confidential. As such, all parties will see all

- the relevant documentation (subject to data protection restrictions) and, if meetings are held with members of staff or other students, notes will be taken and all parties will be entitled to a copy.
- xii. That UA92 will be accountable and will apologise if mistakes have been made, or it has fallen short of reasonable expectations. Where necessary, action will be taken to ensure such mistakes do not happen again.

5.2 UA92 uses a four-stage procedure for handling complaints:

- i. Stage 1: Informal stage;
- ii. Stage 2: Formal stage;
- iii. Stage 3: Review stage;
- iv. Stage 4: Independent review.

5.3 Stage 1 – Informal

- 5.2.1 Many complaints are the result of either a misunderstanding or a lack of communication and can be resolved easily and quickly at a local level. Students wanting to complain are strongly advised to contact the member of staff who is most immediately relevant (either the subject of the complaint or the person best in a position to fix the problem). If the student feels unable to approach this person directly, then they should speak to the Head of the relevant Academic or Professional Services area or equivalent senior member of staff.
- 5.2.2 Students who believe that their complaint has not been or cannot be appropriately, fairly or reasonably addressed through informal resolution may proceed to Stage 2.

5.3 Stage 2 - Formal

5.3.1 For a complaint to be considered formally, the student must put the complaint in writing using the online Stage 2 (Formal) Complaint Form. This should be completed within 28 days of the completion of Stage 1. Should an alternative format be required due to accessibility requirements, this can be requested by emailing complaints@ua92.ac.uk.

5.3.2 The complaint should include the following information:

- i. Full name;
- ii. Student ID;
- iii. Student email address;
- iv. Details of the complaint;
- v. Steps taken to resolve the complaint so far (via Stage 1).

5.3.3 The complaint should be written clearly and explain what the issues are and how they could be resolved satisfactorily. Wherever possible, the should attach any supporting documentation/evidence relevant to the complaint. This might include, but is not limited to, relevant emails, photographs and/or independent statements from witnesses.

5.3.4 The UA92 Complaints Co-ordinator will consider the complaint and make a prima facie decision as to whether:

- i) it can be considered under this procedure;
- ii) it was submitted within the published deadlines, and;
- iii) it was submitted in the required format.

5.3.5 In cases where the complaint coordinator has reason to believe the case could be easily remedied, for example, where a misunderstanding or administrative error has occurred and an informal stage has not been completed, they may refer the case to an appropriate member of staff to attempt resolution without further investigation. Should the student remain dissatisfied, they will be eligible to continue with a Stage 2 complaint.

5.3.6 Where it cannot consider the complaint, the UA92 Complaints Co-ordinator will either:

- i. Refer the student to a more appropriate procedure;
- ii. Discuss with the student, and other parties as appropriate, as to how best to take forward the concerns (e.g. in cases where the concerns involve several elements which cross UA92 procedures); or
- iii. Provide an explanation to the student as to why no action can be taken along with a Completion of Procedures letter, which sets out their right to refer the matter to the Office of the Independent Adjudicator and describes the means to do so (see Stage 4).

5.3.7 Students have the right to request a review of such decisions, which will be completed by UA92's Registrar or their nominee.

5.3.8 If the complaint is deemed within the scope of this procedure by the complaint coordinator or following the Registrar's review, the complaint will be referred to a nominated Complaints Investigator within Academic or Professional Services. Where UA92 is unable to investigate the complaint internally, another relevant body will be appointed to complete an investigation.

5.3.9 The student will receive a written acknowledgement from the Complaints Co-ordinator (or nominee) as promptly as is practical, and normally within two working days of submitting a Stage 2 complaint form. The acknowledgement will give an indication of the timescale for a response to be provided. Details of who is investigating the complaint will be shared with the student as soon as this information is confirmed.

5.3.10 The Complaint Investigator will instigate whatever investigation is considered appropriate and proportionate to establish the facts of the case, supported by the Complaints Coordinator. This may include meeting with the student and/or other individuals who can provide evidence to inform the investigation. All parties will be provided with an equal opportunity to present their case.

- 5.3.11 Following their investigation, the Investigator will assimilate the information in a summary report. This will be reviewed by a Complaint Panel, who will be responsible for adjudicating the complaint outcome, using the balance of probability as the standard of proof. In reaching a decision, they will either uphold or dismiss the complaint in whole or in part, and agree actions/remedies accordingly.
- 5.3.12 Each panel should comprise of a member of staff working at manager level or above acting as Chair plus one other member of staff. Panel members should be independent of the areas of work related to the complaint.
- 5.3.13 The Complaint Coordinator (or nominee) will attend the panel meeting to take notes that accurately capture the outcome and any recommendations made by the panel.
- 5.3.14 The complaining student will be invited attend the panel meeting, this is not compulsory and failure to attend will not stop the event from proceeding.
- 5.3.15 The Complaint Investigator will be invited to make a short personal statement and present their findings. If present, the student may ask questions of the Complaints Investigator via the Chair. The Investigator will not be allowed to question the complainant.
- 5.3.16 It will not normally be permissible to call witnesses as part of the panel hearing, as it is expected the investigator will have consulted all relevant parties; however, the Chair has discretion as required.
- 5.3.17 Following the presentation of evidence, the complaining student will be given the opportunity to provide a final summation.
- 5.3.18 The burden of proof is on the complaining student, albeit within a recognition of the responsibilities of UA92. Following the panel meeting, the complaining student, anyone accompanying/representing them, and the Complaint Investigator will leave, and the panel will deliberate in private using the balance of probability as the standard of proof.
- 5.3.19 The panel will either uphold or dismiss the complaint in whole or in part and agree actions/remedies accordingly.
- 5.3.20 The Panel has the delegated authority of UA92 to provide remedy such as it deems appropriate and fair, directly in relation to the student's complaint with the following restrictions:
- i. the Panel cannot change an academic decision. It can, however, require that the decision be reconsidered);
 - ii. the Panel cannot affect a staff contract. It can, however, refer a matter for consideration under the appropriate human resources policies;
 - iii. the Panel cannot impose a disciplinary restriction on a student. It can, however, refer the matter to the relevant person identified under the Student Code of Behaviour and Disciplinary Policy.

- 5.3.21 The Complaints Co-ordinator can provide advice on the scope of actions/remedies available to the Panel. The Panel may adjourn whilst additional guidance is sought. Where the proposed remedy involves a financial element, this may require consultation between the Panel Chair and UA92's Senior Leadership Team.
- 5.3.22 The student will receive the written decision from UA92 which will address the points they have made and gives reasons for the conclusions reached. The letter will also advise the student of their right to refer the matter to Stage 3 and provide information on the procedure to do so.
- 5.3.23 Where recommendations are made as a result of the complaint, the student will be entitled to know what these may be and how UA92 intends to take them forward.

5.4 Stage 3 – review

- 5.4.1 If the student remains dissatisfied following the outcome of Stage 2, they may apply to the Complaints Co-ordinator within two weeks of the date of the Stage 2 written decision requesting a formal review. They should explain why they feel dissatisfied with the outcome at Stage 2 and what remedy they seek.
- 5.4.2 A Stage 3 Review can only be requested on any one or more of the following grounds:
- i. that new evidence has come to light which could not reasonably have been made available at Stage 2; or
 - ii. that there exists evidence of a material procedural irregularity in Stage 2; or
 - iii. that there exists evidence that the judgement at Stage 2 was not reasonable and/or the investigation was not conducted fairly.
- 5.4.3 No new ground(s) of complaint may be introduced at Stage 3, but the student or may submit further evidence in support of their case (subject to point (i) above) or suggest a new remedy. The student must explain which grounds apply and provide a rationale for why they apply. Any new grounds may be submitted in a separate complaint.
- 5.4.4 The UA92 Complaints Co-ordinator, or designated alternative, will consider the application and make a *prima facie* decision as to whether to instigate a review. They will also determine whether the Review should be conducted by UA92 or whether it should be referred to Lancaster University. This decision will be taken in consultation with the Complaints Co-ordinator at Lancaster University
- 5.4.5 Complaints which relate to non-academic matters (e.g. the provision of facilities at UA92) will be wholly considered by UA92. Complaints which relate to academic matters i.e. relating to Academic Standards and/or the quality of

learning opportunity (e.g. programme of study or how it has been delivered) will be reviewed by Lancaster University.

- 5.4.6 Occasionally, complaints may relate to both academic and non-academic matters. Where this is the case, UA92 and Lancaster University will jointly determine which process will be followed and which institution will be responsible for the review stage.
- 5.4.7 Where a review is rejected, the Complaints Co-ordinator will write to the student explaining the reason(s) for the decision and providing a Completion of Procedures letter that sets out their right to refer the matter to the Office of the Independent Adjudicator and the means to do so. Students have the right to challenge the *prima facie* decision. In such cases, the decision will be reviewed jointly by UA92 and Lancaster University.

5.5 Stage 3 review – academic complaints

5.5.1 Academic complaints will be reviewed in line with the procedure in place at Lancaster University as detailed in the Lancaster University Student Complaints Procedure and following consultation with Lancaster University's Complaints Co-ordinator. UA92 will nominate a member of staff to sit on the Lancaster University panel determining the complaint.

5.5.2 Completion of Procedures letters will be issued by Lancaster University and will advise the student of their right to refer the matter to the Office of the Independent Adjudicator and the means to do so.

5.6 Stage 3 review – non-academic complaints

5.6.1 Reviews are normally carried out by the Registrar or, where the Registrar has completed the initial investigation, another senior member of UA92 staff. At the review stage, UA92 will consider how the complaint has been dealt with and whether the process has been fair and reasonable. The review will consider:

- i. all of the material gathered and assessed by the investigator at Stage 2;
- ii. any supporting documentation provided; and
- iii. whether the student has established any of the grounds for review.

5.6.2 The reviewer may, at their discretion, call for additional information or request an interview with the student. New complaints or a new aspect of the complaint will not be considered at this stage.

5.6.3 The Reviewer may, at their discretion, decide to convene a Review Panel to consider the complaint. The panel will normally consist of three members of staff from UA92. No members of the panel will have been associated with the complaint previously or the consideration of the complaint. The Complaints Co-ordinator, or nominee, will normally act as secretary to the panel and will prepare the documentation.

- 5.6.4 The Stage 2 Complaint Investigator will be invited to submit a statement addressing the student's submission at Stage 3. Both the student and the Stage 2 Complaint Investigator will be invited to attend and address the Review panel; however, failure to attend by either party will not invalidate the proceeding, as determination will be made via the submitted documentation. Following the proceeding, the panel will deliberate in private and will determine their conclusions, including, as appropriate, any modifications and/or additions to the Stage 2 actions/remedies. Only in exceptional circumstances would a rehearing at Stage 2 be recommended. The Complaints Co-ordinator will provide advice on the scope of actions/remedies available to the Panel.
- 5.6.5 The student will receive a written decision, normally within seven days of the panel meeting that addresses the points they have made and gives reasons for the conclusion reached.
- 5.6.6 They will also receive a Completion of Procedures letter from UA92 that will advise the student of their right to refer the matter to the Office of the Independent Adjudicator and the means to do so.

5.7 Stage 4 – Independent Review

- 5.7.1 The Office of the Independent Adjudicator for Higher Education (OIAHE or OIA) acts as an ombudsman for universities. Once all internal complaints procedures have been exhausted and following receipt of the Completion of Procedures letter, if the student or is still dissatisfied, they have the right to take the case to the OIA for further review.
- 5.7.2 The application to the OIA must be made within 12 months of the issue of the Completion of Procedures letter by UA92 or Lancaster University.
- 5.7.3 Information on about OIA and its processes can be found at www.oiahe.org.uk.

5.8 Complaints relating to external apprenticeships or awards

- 5.8.1 Complaints submitted by apprentices studying towards qualifications awarded by external awarding organisations will be managed by the Apprenticeships Team, with support from Academic Registry as required.
- 5.8.2 Apprenticeships awarded by external awarding organisations are not validated by Lancaster University, therefore UA92 will complete Stage 3 reviews internally.
- 5.8.3 The Education, Skills and Funding Agency (ESFA) acts as an ombudsman for apprenticeships. Once all internal complaints procedures have been exhausted and following receipt of a Completion of Procedures letter, if the apprentice is still dissatisfied, they have the right to take the case to ESFA for further review.
- 5.8.4 Applications for the consideration of a review by ESFA must be made within 12 months of the issue of the Completion of Procedures letter.
- 5.8.5 Information about ESFA and its processes can be found at <https://www.gov.uk/complain-further-education-apprenticeship> or by emailing complaints.ESFA@education.gov.uk.
- 5.8.6 Complaints relating to qualifications awarded by any other external body or should use that organisation's own complaints procedure should they be dissatisfied with UA92, or should the complaint relate to a matter outside of the control of UA92.

5.9 Time Limits and indicative timescales

5.9.1 All complaints must be submitted to UA92 within one month of the final element of the event(s) that are subject to the complaint.

5.9.2 Time limits will not routinely be extended, unless in exceptional circumstances. Where exceptional circumstances for a late submission exist, time limits may be extended at the complaint coordinator's discretion. Any request for an extension must be supported by evidence of the reason for the late submission.

5.9.3 UA92 will make every reasonable effort to complete the complaints procedure in a timely manner. The following timescales are provided for guidance, with the overall aim of completing Stage 2 and Stage 3 within 90 days of a written complaint being received:

- i. Stage 1 – informal resolution: we aim to complete this stage and provide an outcome within 28 days of notification of the complaint.
- ii. Stage 2 – formal investigation: we aim to complete this stage and notify the outcome within 36 days of the written complaint being received. In the event of a particularly complex case, investigations may take longer, and anticipated timescales will be provided to the student on a case-by-case basis.
- iii. Stage 3 – review: we aim to complete reviews of non-academic complaints within 28 days of the written request being received. Where a review is referred to Lancaster University, they will provide an expected timescale.

5.9.4 All reasonable efforts will be made to complete the complaints process within the outlined timescales; however, it is recognised that there may be occasions where this will not be possible. Where delays occur, students will be informed in writing and an updated timescale will be provided, with updates being given as appropriate.

5.9.5 There may be occasions where the nature of a complaint means it needs to be dealt with quickly. This might involve:

- i. A threat of serious harm;
- ii. The issues raised having detrimental consequences for the student's mental health or where a student displays significant distress;
- iii. Issues relating to disability support;
- iv. Issues of serious or repeated service failure and/or significant delay;
- v. Issues of a highly sensitive nature.

In such cases, the student should notify UA92 to enable these circumstances to be taken into consideration.

5.10 Where practical, reasonable adjustments will be made in the procedure as necessary to meet requirements related to protected characteristics or where students have additional support needs. This could include extending deadlines or providing documents in a different format. Students should discuss these matters with the complaint coordinator when making their complaint or at any time during the consideration of their complaint to enable reasonable adjustments to be made.

5.11 Any reference to named staff also includes reference to their nominee and named staff may delegate their responsibilities to other appropriate members of staff without invalidating the procedure. The identity of nominees or members of

staff to whom responsibilities are delegated will be notified to the student as soon as is reasonably possible.

5.12 Further advice or clarification on how to use this procedure can be sought by contacting complaints@ua92.ac.uk.

5.13 The complaint coordinator will oversee this policy and procedure and provide advice to both students and those subject to complaints on the procedure. They will not act as an advocate for either part, rather they will play an advisory role in complaint reviews and will act as the primary liaison with the Office of the Independent Adjudicator as required.

5.14 Should a student wish to register a complaint against UA92's primary complaint coordinator, they should direct this for the attention of the Registrar by emailing registry@ua92.ac.uk.

5.15 UA92 will keep a record of complaints made and evidence compiled as part of the investigation into complaints. Records will be held in line with UA92's record retention policy. Students are advised to keep their own records.

6 Implementation, Communication and Training (where required)

6.1 UA92's Academic Registry team has overall responsibility for this policy and its related procedures.

6.2 All formal communications relating to this policy will be conducted via email and correspondence will be made exclusively with UA92 student email addresses unless by agreed exception in circumstances where this is not possible.

6.6 Complaints will be reviewed annually through UA92's annual Student Cases Report. This will include recommendations for actions or amendments to continuously improve both the academic and non-academic experience at UA92. Learning will be captured to ensure that decisions have been made consistently and at the correct level. The report will be received by UA92's Joint Academic Governance Committee and key findings will be fed into an annual quality report that is received by UA92's Board and Lancaster University.

6.3 This policy and its related procedures will be reviewed annually by the Academic Registry team, with any proposed changes submitted to UA92's Joint Academic Governance Committee for consideration and approval.

6.4 This policy document will be made available to students via Microsoft Teams and published on the UA92 website.

6.5 Training for panel members will be facilitated as required.

7 Associated Policies and Documents

[Lancaster University Student Complaints Procedure](#)

UA92's Student Code of Behaviour and Disciplinary Policy and Procedure

UA92's Investigations Policy and Procedure

UA92's Disciplinary Policy and Procedure (staff)

UA92's Bullying, Harassment and Sexual Misconduct Policy

UA92's Records Retention Policy

OIA guidance