



UK COLLEGE
OF BUSINESS AND COMPUTING

Complaints Policy

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External reference points:	Office for Students Regulatory Framework for Higher Education in England, including Condition C2 Student Complaints Scheme Office of the Independent Adjudicator for Higher Education Good Practice Framework: Handling complaints and academic appeals Higher Education and Research Act 2017 Competition and Markets Authority Higher education consumer law guidance Equality Act 2010
Linked policies:	SLCC 6.1 Terms and Conditions; ASQ 1.5 Academic Appeals Policy and Procedure
Audience:	Students

1. Purpose

The purpose of this policy is to define UK College of Business and Computing's (UKCBC) approach to the handling of complaints in a manner that is fair, transparent, timely and consistent.

The policy establishes a clear framework through which eligible complainants may raise concerns about services, actions or omissions by the College, and through which such concerns are considered, investigated and resolved. It supports the College's commitment to continuous improvement and regulatory compliance, including its obligations under the student complaints scheme operated by the Office of the Independent Adjudicator for Higher Education.

2. Scope

This policy applies to complaints raised by the following categories of complainant, where the matter complained of relates to services provided by or on behalf of the College:

- Current students
- Former students, where the issue arose during their period of enrolment
- Applicants, where no separate admissions or appeals process applies
- Other individuals who have received services directly from the College and for whom no alternative formal process exists

The policy applies to complaints concerning the quality of services, facilities, learning opportunities, administrative processes, or conduct of staff or students where no more specific procedure applies.

This policy does not apply to:

- Academic appeals, which are governed by the Academic Appeals Policy
- Matters governed by disciplinary, safeguarding, fitness to practise or staff grievance procedures
- Complaints that fall solely within the jurisdiction of an awarding body or partner university

Where a complaint raises issues that could reasonably fall under more than one procedure, the College will determine the appropriate route and explain this decision to the complainant.

3. Definitions

For the purposes of this policy, the following definitions apply.

Complaint

An expression of dissatisfaction by one or more individuals about something the College has done or failed to do, or about the standard of service provided by or on behalf of the College, where a response or resolution is expected.

Complainant

An individual who is eligible under the scope of this policy to raise a complaint.

Former Student

An individual who was previously enrolled with the College and who raises a complaint relating to events that occurred during their period of enrolment.

Academic Judgement

A decision made by academic staff relating to the academic standard of a student's work, including marks, classifications or progression decisions.

Office of the Independent Adjudicator for Higher Education (OIA)

The independent body responsible for reviewing complaints from students who have completed a provider's internal complaints process.

4. Roles and Responsibilities

4.1 Governing accountability

The College Management Team holds overall responsibility for ensuring that complaints are handled in accordance with this policy and that the complaints process operates fairly, consistently and effectively.

The College Management Team receives assurance on the operation of the complaints framework and considers systemic risks, trends and learning arising from complaints as part of the College's governance and quality assurance arrangements.

4.2 Policy Sponsor

The Policy Sponsor for this policy is the Chief Academic Officer.

The Policy Sponsor is responsible for:

- Ensuring the policy remains aligned with regulatory requirements and recognised good practice
- Approving substantive revisions to the policy
- Providing senior oversight of complaints and appeals handling
- Ensuring that learning from complaints informs institutional improvement and risk management

4.3 Registry

The Registry is the responsible team for the administration and coordination of the complaints process.

The Registry is responsible for:

- Receiving and recording complaints submitted under this policy
- Undertaking an initial assessment to confirm eligibility, scope and appropriate routing
- Appointing an appropriate Investigating Officer in accordance with this policy
- Acting as the central point of contact for complainants throughout the process
- Monitoring compliance with published timescales and procedural requirements
- Maintaining accurate and complete records of complaints, outcomes and actions
- Issuing Completion of Procedures Letters where required

The Registry must not investigate or determine complaints where it has direct operational responsibility for the matter being complained about.

4.4 Investigating Officer

An Investigating Officer is appointed to investigate a complaint at the formal stage.

4.4.1 Appointment

Investigating Officers are appointed by the Estates Manager or an appropriately senior nominee.

An Investigating Officer must:

- Have had no prior involvement in the matter under investigation
- Not have line management responsibility for any individual directly implicated in the complaint
- Be a member of College Management Team (CMT) and appropriately trained to undertake the investigation
- Be independent of the operational area that is the subject of the complaint, where reasonably practicable

Where full separation is not possible due to organisational constraints, additional safeguards must be applied to preserve fairness and impartiality. These may include independent oversight or the appointment of an external investigator.

Independence is a procedural requirement and is not conditional on the agreement of the complainant.

4.4.2 Responsibilities of the Investigating Officer

The Investigating Officer is responsible for:

- Defining the scope of the investigation
- Gathering and evaluating relevant evidence
- Meeting with relevant parties where appropriate
- Ensuring that the investigation is proportionate, timely and fair
- Reaching findings based on the available evidence
- Producing a written outcome that clearly explains the decision and any recommended actions

Once a complaint has entered the formal investigation stage, the Investigating Officer must not seek to resolve the matter informally except where a mediated resolution is explicitly agreed and appropriately documented.

4.5 Chief Academic Officer

The Chief Academic Officer holds senior responsibility for oversight of the complaints and appeals process.

The Director is responsible for:

- Providing assurance that complaints and appeals are handled in accordance with this policy and regulatory expectations
- Overseeing the operation of the appeals stage to ensure procedural fairness and consistency
- Confirming that individuals appointed to consider appeals are independent of the original investigation and decision
- Escalating complex, high risk or systemic issues arising from complaints or appeals to the Executive Leadership Team where appropriate
- Ensuring that learning from complaints and appeals is reported through appropriate governance channels

The Chief Academic Officer does not normally investigate complaints or determine appeal outcomes. Where involvement at decision making level is unavoidable due to organisational constraints, appropriate safeguards must be applied to preserve independence and fairness.

4.6 Executive Leadership Team involvement in complex or high-risk complaints

The Executive Leadership Team has an oversight role in complaints that are assessed as complex, high risk or of strategic significance to the College.

A complaint may be escalated to the Executive Leadership Team where it involves:

- Allegations of serious or systemic failure
- Significant reputational, legal or regulatory risk
- Safeguarding concerns
- Complaints involving senior staff
- Matters with potential external reporting or regulatory interest

The role of the Executive Leadership Team is to:

- Provide strategic oversight and assurance that the complaint is being handled appropriately
- Ensure that sufficient independence, resources and expertise are applied to the investigation
- Approve the appointment of external investigators where required
- Consider and act upon systemic risks or themes arising from complaints

The Executive Leadership Team does not normally investigate complaints or determine individual outcomes.

4.7 Complainant

The complainant is responsible for:

- Submitting their complaint within the published timescales
- Providing relevant information and evidence to support their complaint
- Engaging constructively with the complaints process

Complainants may be supported or represented during the complaints process, in accordance with the Procedures section of this policy.

4.8 Staff involved in complaints

All staff involved in complaints handling must:

- Act impartially and professionally
- Maintain confidentiality
- Cooperate fully with investigations
- Comply with procedural requirements and timescales

No individual will be disadvantaged for raising a complaint in good faith.

5. Policy Principles

UKCBC is committed to handling complaints in a manner that is fair, transparent, timely and proportionate.

The College recognises complaints as a legitimate expression of dissatisfaction and a valuable source of insight into the effectiveness of its services, learning opportunities and student experience. Complaints are handled with seriousness and respect and are used to inform continuous improvement.

In operating this policy, the College commits to the following principles.

5.1 Fairness and independence

Complaints will be considered impartially and without bias. Individuals involved in the investigation or consideration of a complaint will be independent of the matter under review and will have had no prior involvement in the issues raised.

No complainant will be disadvantaged, penalised or treated less favourably for raising a complaint in good faith.

5.2 Accessibility and clarity

The complaints process will be clearly communicated and accessible to eligible complainants. Information about how to raise a complaint, what to expect from the process, and how decisions are made will be made available in clear and straightforward language.

Reasonable adjustments will be made where required to ensure that complainants are not disadvantaged in accessing or engaging with the complaints process.

5.3 Proportionality and timeliness

Complaints will be handled in a manner that is proportionate to their nature, complexity and seriousness.

The College aims to resolve complaints as promptly as possible and try to conclude proceedings within 90 days. Where delays are unavoidable, complainants will be kept informed and provided with clear reasons.

5.4 Confidentiality and data protection

Complaints will be handled with an appropriate level of confidentiality. Information will be shared only with those who need it for the purposes of investigating or resolving the complaint.

All personal data will be processed in accordance with data protection legislation and the College's data protection policies.

5.5 Separation of complaints and academic judgement

The complaints process cannot be used to challenge academic judgement, including marks, classifications or progression decisions. Where a concern relates to an academic decision, the College will ensure that it is directed to the appropriate procedure and that the complainant is clearly informed of the correct route.

5.6 Completion of procedures and external review

Where a complainant has exhausted the College's internal complaints process and remains dissatisfied, they will be informed of their right to request a Completion of Procedures Letter.

Eligible complainants will be signposted to the Office of the Independent Adjudicator for Higher Education as the independent external body for review of student complaints.

5.7 Learning and continuous improvement

The College is committed to learning from complaints. Themes, trends and risks arising from complaints will be reviewed and reported through appropriate governance structures.

Where complaints identify areas for improvement, the College will take reasonable steps to address underlying issues and enhance the quality of its provision and services.

6. Procedures

6.1 Overview of the complaints process

UKCBC operates a staged complaints process that is separate from its academic appeals procedure.

The complaints process consists of:

- An early resolution stage

- A formal investigation stage
- A review stage

The purpose of this structure is to enable concerns to be addressed promptly and locally where possible, while ensuring that more complex or serious matters are considered through a formal and independent process.

The College aims to complete consideration of a formal complaint and any associated review within 90 calendar days of the formal stage being initiated.

This timeframe is dependent on the complainant meeting any deadlines set by the College for the submission of information or evidence.

Where, for good reason, it is not possible to meet this timeframe, the complainant will be informed of the reasons for the delay and provided with regular updates on progress.

6.2 Early resolution stage

6.2.1 Purpose

Early resolution is intended to address straightforward concerns quickly and at the most local level appropriate to the issue, before a formal complaint is made.

Early resolution may include:

- Discussion with an appropriate member of staff
- Clarification or explanation of a decision or process
- Local intervention to resolve an issue
- Informal mediation or conciliation where appropriate

Early resolution is not suitable where the nature, complexity or seriousness of the complaint requires formal investigation.

6.2.2 Raising a concern

A concern may be raised informally with any member of staff.

All staff are expected to:

- Listen to the concern raised
- Treat the individual with respect
- Take reasonable steps to resolve the issue where it falls within their remit
- Refer the concern promptly where they are not best placed to address it

Where responsibility lies elsewhere, staff should assist in connecting the complainant with the appropriate colleague rather than simply redirecting them.

6.2.3 Recording and outcomes

Where proportionate, a brief record will be kept of:

- The concern raised
- Actions taken
- The outcome communicated
- The date of resolution

At the conclusion of early resolution, and where appropriate, the College will write to the complainant setting out the outcome.

If the concern is not resolved to the complainant's satisfaction, or early resolution is not appropriate, the complainant will be advised how to submit a formal complaint and informed of any applicable time limits.

6.3 Formal investigation stage

6.3.1 When the formal stage applies

A complaint will proceed to the formal stage where:

- Early resolution has been attempted but the complainant remains dissatisfied
- Early resolution is not appropriate due to the nature or seriousness of the issue
- The complaint is complex or requires detailed investigation
- The complaint is raised by a former student

6.3.2 Submission of a formal complaint

Formal complaints must normally be submitted by completing the Initial Formal Complaint Form (Appendix A) via the College's complaints portal on the College website.

The College may accept complaints in alternative formats where required, for example where reasonable adjustments are necessary.

Complainants will be asked to:

- Set out clearly the issues they wish to raise
- Identify the relevant events and individuals involved
- Explain the outcome they are seeking
- Provide supporting evidence where reasonably available

A complainant's account of events will be treated as evidence. The College may request additional evidence where this is necessary to consider the complaint.

6.3.3 Time limits for submitting a complaint

Formal complaints should normally be submitted within a reasonable period of the matter arising.

The College will apply time limits flexibly where there is good reason, taking into account:

- The complainant's individual circumstances
- The seriousness of the issues raised
- Whether it remains reasonably possible to investigate the matter
- Any obligations under equality legislation

Decisions to accept or reject a late complaint will be recorded, with reasons.

6.3.4 Initial assessment

On receipt of a formal complaint, the Registry will undertake an initial assessment to determine:

- Whether the complaint falls within the scope of this policy
- Whether it has been submitted within the applicable time limits
- Whether it should proceed to formal investigation
- Whether mediation or conciliation may be appropriate
- Whether it should be referred to another procedure

The complainant will be informed of the outcome of this assessment.

6.3.5 Group Complaints

Where a complaint is raised by a group of individuals, the College may require the group to nominate a single representative to act as the primary point of contact. The College will ensure that group complaints are handled fairly and efficiently, while recognising that individual outcomes or remedies may differ. Confidentiality will be managed carefully to ensure that personal information is not disclosed without consent.

6.4 Formal investigation Process

6.4.1 Allocation of an Investigating Officer

Where a complaint proceeds to formal investigation, the Registry will allocate the complaint to an Investigating Officer in accordance with Section 4 of this policy.

The Investigating Officer must have had no prior involvement in the matter and must be independent of the area of activity being complained about, where reasonably practicable.

The name and role of the Investigating Officer will normally be disclosed to the complainant to ensure transparency.

6.4.2 Defining the scope of the investigation

At the outset of the investigation, the Investigating Officer will:

- Confirm the specific issues to be investigated
- Identify which matters fall within the scope of the complaint's procedure
- Identify any matters that fall outside the scope of the procedure and explain this clearly
- Clarify the outcomes that may reasonably be available

Where necessary, the Investigating Officer may meet with the complainant to clarify the scope of the complaint. If the complainant's expectations extend beyond what the College can reasonably deliver or is empowered to address, this will be explained in writing at an early stage of the investigation.

Mediation or conciliation may be considered at any stage of the complaints process where appropriate and where all parties agree. Where mediation or conciliation is used during the formal investigation or review stages, revised timescales will be agreed and recorded. If mediation does not resolve the matter, the formal process will resume.

6.4.3 Evidence gathering and consideration

The investigation will be conducted in a manner that is proportionate to the nature, seriousness and complexity of the complaint.

The Investigating Officer may:

- Request written statements from the complainant and relevant staff
- Review relevant documentation, records, policies and correspondence
- Meet with relevant individuals where necessary to establish the facts
- Consider whether mediation or conciliation may assist in resolving the complaint

The complainant's account of events will be treated as evidence. Where additional evidence is required, the Investigating Officer will explain what information is needed and provide a reasonable timeframe for it to be supplied.

Where the Investigating Officer has concerns about the authenticity of evidence, reasonable steps may be taken to verify it. Where evidence is found not to be genuine, the matter may be referred under the College's disciplinary procedures.

6.4.4 Procedural fairness and conduct of the investigation

The Investigating Officer will ensure that:

- All parties are treated with fairness, respect and impartiality
- Relevant individuals are given an opportunity to respond to the issues raised
- Confidentiality is maintained appropriately throughout the process
- The investigation is conducted without unnecessary formality or delay

The investigation process will not normally be adversarial or legalistic. Complainants may be supported or represented at any stage of the complaints process. This may include support from a friend, family member, or a representative from the student representative body, where applicable. The College will communicate with a representative where the complainant has provided written consent. Legal representation is not normally required for the complaints process but is not prohibited. The College reserves the right to set reasonable expectations regarding the conduct of proceedings where legal representation is involved.

6.4.5 Investigation records and report

The Investigating Officer will maintain appropriate records of the investigation, including:

- Evidence considered
- Meetings held and individuals consulted
- Key findings and conclusions

At the conclusion of the investigation, the Investigating Officer will produce a written investigation report which will:

- Summarise the complaint and scope of the investigation
- Describe the process followed
- Identify the evidence considered
- Set out findings in relation to each issue raised
- State the outcome of the complaint and any actions or recommendations

Where the Investigating Officer does not have authority to determine the final outcome, the report will be submitted to an appropriate senior officer for decision.

6.4.6 Communication of outcome

The outcome of the formal investigation will be communicated to the complainant in writing and will include:

- The decision reached and the reasons for it
- Any actions to be taken by the College, where relevant
- Information on how to request a review of the decision
- The applicable time limit for requesting a review

The complainant, and any authorised representative, will normally be provided with a copy of the investigation outcome and the key information relied upon in reaching the decision, subject to lawful redaction to protect personal data, confidentiality, or third-party interests.

6.4.7 Panels and external investigators

In complex, high risk or sensitive cases, the College may:

- Convene an investigation panel, or

- Appoint an external investigator or advisor

Where panels or external investigators are used, the College will ensure that:

- Independence from the matters under consideration is maintained
- The process remains consistent with this policy
- Appropriate safeguards are in place to protect confidentiality and personal data

Where a complaint is considered through a panel, hearing or meeting, the College will provide the complainant with reasonable notice, information about the process, the opportunity to be accompanied or supported, and access to relevant papers in advance. A record of the meeting or hearing will be kept.

6.5 Review stage

6.5.1 Purpose of the review stage

The review stage provides an opportunity for a complainant to request a review of the outcome of the formal investigation stage.

The purpose of the review is to determine whether the complaint was handled fairly and appropriately at the formal investigation stage and whether the decision reached was reasonable considering the available evidence. The review stage is not intended to reinvestigate the complaint or to substitute a different judgement where proper procedures were followed.

6.5.2 Grounds for requesting a review

A complainant may request a review only on one or more of the following grounds:

- That the procedures set out in this policy were not followed correctly during the formal investigation stage
- That the decision reached was not reasonable based on the evidence considered
- That new material evidence has come to light which could not reasonably have been provided earlier and which may have affected the outcome

A request for review that does not clearly demonstrate one or more of these grounds may be declined.

6.5.3 Requesting a review

A request for review must be submitted in writing within the time limit specified in the formal investigation outcome letter.

The complainant must:

- Identify clearly the ground or grounds on which the review is requested
- Explain why the ground or grounds apply
- Provide any new evidence relied upon, where relevant

The review request should focus on the handling and outcome of the formal investigation stage rather than restating the original complaint.

6.5.4 Initial assessment of a review request

On receipt of a review request, the Registry will carry out an initial assessment to determine whether:

- The request has been submitted within the required timeframe
- The request falls within the permitted grounds for review
- The request provides sufficient information to proceed

Where a review request does not meet these requirements, the complainant will be informed in writing of the reasons and advised of the next steps available to them.

6.5.5 Conduct of the review

Where a review request is accepted, the review will be conducted by an individual who is independent of the original investigation and decision, in accordance with Section 4 of this policy.

The review will normally involve:

- Consideration of the original complaint
- Review of the investigation report and outcome
- Consideration of the review request and any new evidence submitted

The reviewer may seek clarification from the Investigating Officer or Registry where necessary but will not normally seek further evidence from parties unless required to address the stated grounds for review.

6.5.6 Scope and limitations of the review

The review will focus on:

- Whether the correct procedures were followed
- Whether the investigation was conducted fairly and proportionately
- Whether the conclusions reached were reasonable based on the evidence

The review will not normally:

- Reconsider issues already investigated unless new material evidence is provided
- Conduct a fresh investigation
- Substitute a different judgement simply because an alternative outcome could have been reached

6.5.7 Review outcome

At the conclusion of the review, the reviewer may determine that:

- The original decision is upheld
- The original decision is upheld with recommendations for improvement
- The complaint should be reconsidered, in whole or in part, through further investigation

The outcome of the review will be communicated to the complainant in writing and will include:

- The decision reached and the reasons for it
- Any actions to be taken by the College, where applicable
- Confirmation of whether the internal complaints process has been exhausted

Where a review is upheld, the reviewer will determine whether the original decision should be amended, or whether the matter should be referred for further consideration in accordance with this policy.

Access to the Office of the Independent Adjudicator for Higher Education is limited to eligible students and former students. Not all complainants within the scope of this policy, including applicants or other service users, will necessarily be eligible to refer a complaint to the OIA.

6.6 Completion of Procedures

6.6.1 Purpose of the Completion of Procedures stage

The Completion of Procedures stage confirms that the College's internal complaints process has concluded and enables an eligible complainant to seek independent external review where they remain dissatisfied.

This stage does not involve further consideration of the complaint by the College.

6.6.2 When a Completion of Procedures Letter will be issued

A Completion of Procedures Letter will be issued when the College has reached the end of its internal complaints process and no further internal steps are available.

This may occur:

- At the conclusion of the review stage, or
- At the conclusion of the formal investigation stage where a review stage is not available or appropriate

Where a complaint is not upheld at the final internal stage reached, the College will normally issue a Completion of Procedures Letter automatically and as soon as reasonably practicable, and normally within 28 days of the final decision. Where a complaint is upheld or partially upheld, a Completion of Procedures Letter will be issued on request.

The College will not require a complainant to pursue a review stage where it is not reasonably available or where the matter has already been fully considered and no further internal resolution is possible.

6.6.3 Requesting a Completion of Procedures Letter

Where a Completion of Procedures Letter is not issued automatically, an eligible complainant may request one from the Registry.

The College will not unreasonably withhold a Completion of Procedures Letter once its internal procedures have been exhausted.

6.6.4 Content of the Completion of Procedures Letter

The Completion of Procedures Letter will:

- Confirm that the College's internal complaints procedures have been completed
- Identify the stage at which the procedures concluded
- Provide clear information about the complainant's right to refer the complaint to the Office of the Independent Adjudicator for Higher Education
- Include the relevant time limit for submitting a complaint to the OIA
- Provide details of how to contact the OIA

The Completion of Procedures Letter will not rehearse the substance of the complaint or the College's decision beyond what is necessary to explain procedural completion.

6.6.5 Office of the Independent Adjudicator for Higher Education

Eligible complainants may refer their complaint to the Office of the Independent Adjudicator for Higher Education once they have received a Completion of Procedures Letter.

The OIA is an independent body that reviews student complaints about higher education providers. The OIA will normally only consider complaints that have completed the provider's internal procedures.

6.6.6 Record keeping

The Registry will retain a record of the Completion of Procedures Letter and the date on which it was issued as part of the College's complaints records.

7. Monitoring and Review

The College will monitor the operation and effectiveness of the complaints process to ensure compliance with this policy and relevant regulatory and external requirements. The Registry will maintain appropriate records of complaints, outcomes and timescales to support monitoring and assurance activity. Summary information on complaints, including trends, themes and any significant risks, will be reported through appropriate governance channels and used to inform quality enhancement and service improvement. This policy will be reviewed at least every two years, or sooner where required due to regulatory change, updated external guidance or institutional review. Oversight of monitoring and review arrangements sits with the Chief Academic Officer.

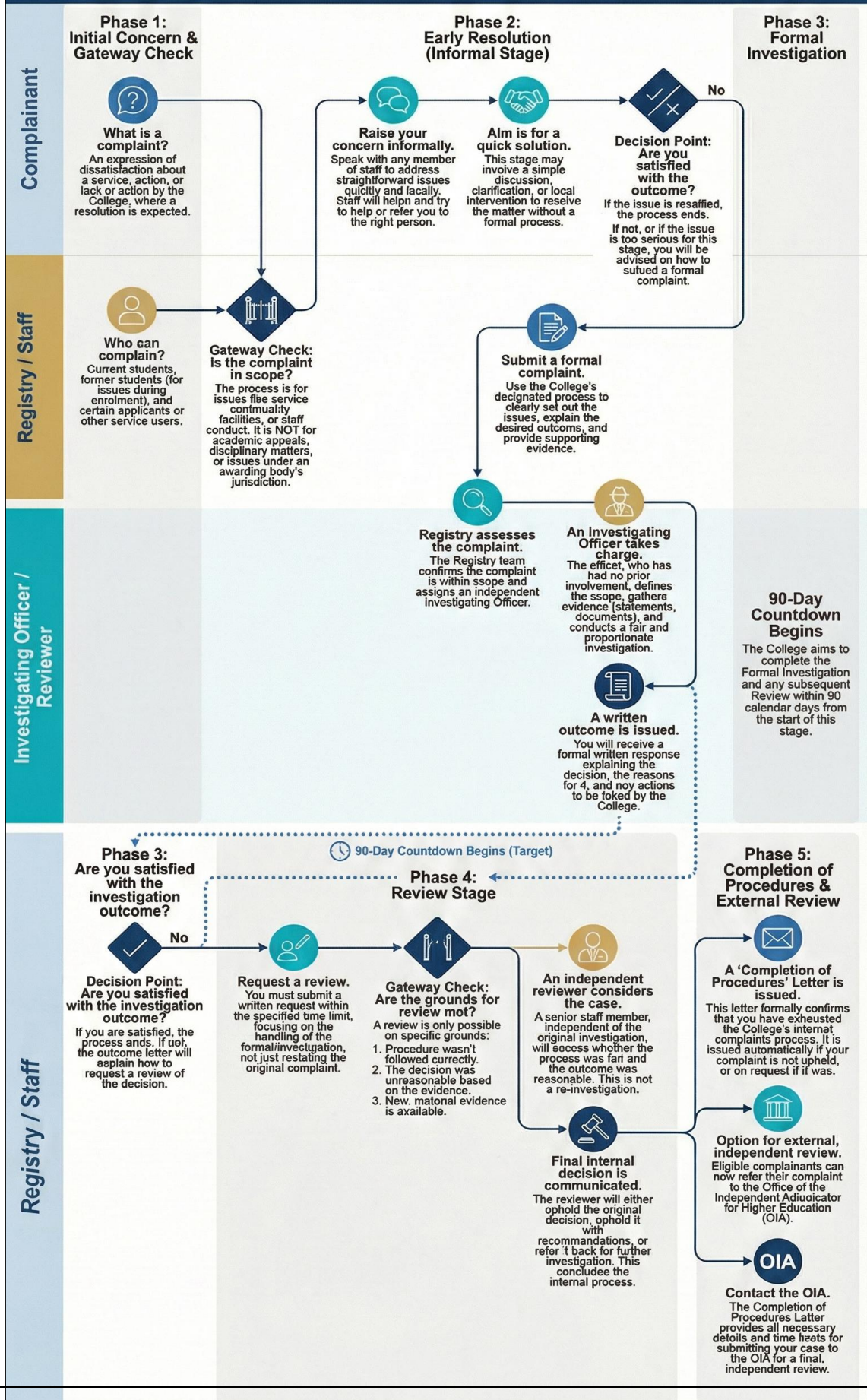
8. Linked Policies

This policy should be read in conjunction with the following College policies and procedures, as applicable:

- Academic Appeals Policy
- Student Disciplinary Policy
- Safeguarding Policy
- Equality Diversity and Inclusion Policy
- Fitness to Practise Policy
- Data Protection Policy
- Student Code of Conduct
- Whistleblowing Policy

Where a complaint raises issues that fall under one or more of the above policies, the College will determine the appropriate procedure and inform the complainant accordingly.

UKCBC Complaints Procedure: A Step-by-Step Guide



Complaints Procedure: Step-by-Step Guide

A clear route from an initial concern to completion of the College process

First, check this is the right route

USE THIS PROCESS FOR

Services, facilities, learning opportunities, administration or conduct where no more specific procedure applies.

USE ANOTHER ROUTE FOR

Academic appeals, disciplinary, safeguarding, fitness to practise or staff grievance matters.

IF ROUTES OVERLAP

UKCBC will choose the appropriate procedure and explain it to you.

1

Early resolution

YOU + STAFF | 6.2

Raise your concern informally with any member of staff.

Former students proceed to the formal stage

Staff should listen, treat you with respect, try to resolve the issue within their remit, or connect you promptly to the right colleague.

Discussion | clarification | local intervention | mediation or conciliation



2

Formal complaint and investigation

REGISTRY | 6.3-6.4

90-DAY TARGET

Formal complaint plus any associated review, counted from the formal stage start. Meet evidence deadlines; any delay will be explained and progress updated.

1. Submit your complaint

Use the Initial Formal Complaint Form via the College complaints portal. Alternative formats may be accepted for reasonable adjustments. Set out issues, events/people, the outcome sought and evidence. Submit within a reasonable period.

2. Registry initial assessment

Checks scope and timing; whether formal investigation should proceed; whether mediation may help; and whether another procedure applies. Registry tells you the result.

3. Independent investigation

An Investigating Officer defines the scope, considers evidence proportionately, and reports findings.

Written outcome: decision and reasons | College actions | how and when to request a review



3

Review stage

REGISTRY | 6.5

Request in writing within the time limit in your outcome letter.

Permitted grounds: (1) procedure not followed correctly; (2) decision not reasonable on the evidence; or (3) new material evidence unavailable earlier that may affect the outcome.

Registry checks timing, grounds and information. If accepted, an independent reviewer considers the existing case; this is not a fresh investigation. Outcome: uphold; uphold with recommendations; or return for further investigation.

4

Completion of Procedures and external review

REGISTRY | 6.6

Completion of Procedures Letter

Issued when no internal steps remain.
Not upheld at the final stage: normally automatic within 28 days.
Upheld or partly upheld: issued on request.

Eligible student or former student?

After the letter, you may ask the OIA to review.
Use the time limit stated in the letter.
Applicants/other users may not be eligible.

Appendix A Complaint Form

Guidance notes

- This form is used to submit a formal complaint.
- Complaints about academic judgement should normally be raised under the Academic Appeals procedure.
- If you are unsure whether this is the correct process, the Registry can advise you before submission.
- Support and representation are permitted at all stages of the complaints process.

Section 1: Complainant details

Field	Information to be provided
Full name	
Student ID (if applicable)	
Programme and level (if applicable)	
Status	☐ Current student ☐ Former student ☐ Applicant
Preferred contact email	
Preferred contact telephone number	
Preferred method of communication	☐ Email ☐ Telephone
Do you require reasonable adjustments to engage with this process	☐ Yes ☐ No
If yes, please briefly explain	

Section 2: Complaint summary

Field	Information to be provided
Please summarise your complaint	Clear, factual summary of the issue
When did the issue occur	Date or date range
Is the issue ongoing	☐ Yes ☐ No

Section 3: Details of the complaint

Prompt	Your response
What specifically are you complaining about	Describe the actions, decisions, or omissions you are dissatisfied with
Who was involved	Names and roles of individuals or departments, if known
Where did this take place	Campus, department, service area, or online

Section 4: Relevant events and steps taken

Prompt	Your response
What key events led to this complaint	Chronological account of what happened
Have you attempted to resolve this informally	☐ Yes ☐ No
If yes, who did you speak to and when	
Outcome of any informal resolution	

Section 5: Outcome sought

Prompt	Your response
What outcome are you seeking from this complaint	Explain what you would consider a fair resolution

Section 6: Supporting evidence

Prompt	Your response
Please list any supporting evidence you are submitting	Emails, letters, screenshots, documents
If evidence is not currently available, please explain	
Do you need additional time to provide evidence	☐ Yes ☐ No

Section 7: Representation and support

Field	Information to be provided
Are you being supported or represented	☐ Yes ☐ No
Name of representative (if applicable)	
Relationship or role	
Do you consent to the College communicating with your representative	☐ Yes ☐ No

Section 8: Declaration

Statement	Confirmation
I confirm that the information provided is accurate to the best of my knowledge	☐
I understand that my complaint will be handled in accordance with the College's Complaints Policy	☐

Signature:

Date:

Appendix B. Investigation Record Template

(Formal Investigation Stage)

Section	Information to be Completed
Complaint Reference Number	
Complainant Name	
Student ID (if applicable)	
Programme and Level (if applicable)	
Date Formal Investigation Commenced	
Investigating Officer Name and Role	
Confirmation of Independence	☐ No prior involvement confirmed
Scope of Investigation	<i>Clear statement of issues being investigated and issues excluded</i>
Summary of Complaint	<i>Factual summary of issues raised</i>
Evidence Considered	<i>List all documents, records, statements and data reviewed</i>
Meetings Held	<i>Dates, attendees, and purpose of meetings</i>
Parties Consulted	<i>Names and roles</i>
Key Findings of Fact	<i>Objective findings based on evidence</i>
Procedural Issues Identified	<i>Any procedural errors or compliance issues</i>
Mitigating or Contextual Factors	<i>As applicable</i>
Conclusions	<i>Reasoned conclusions for each issue</i>
Recommendations (if applicable)	<i>Actions recommended</i>
Date Investigation Concluded	
Investigating Officer Signature	
Date	

Appendix C. Investigation Outcome Template

(Formal Investigation Outcome Letter)

Section	Content
Complaint Reference Number	
Date of Outcome Letter	
Complainant Name	
Summary of Complaint	<i>Brief neutral summary</i>
Scope of Investigation	<i>Issues considered</i>
Evidence Reviewed	<i>Summary of evidence sources</i>
Findings	<i>Clear findings against each issue</i>
Decision	☐ Upheld ☐ Partially Upheld ☐ Not Upheld
Reasons for Decision	<i>Reasoned explanation linked to evidence</i>
Actions or Remedies	<i>Actions taken or to be taken, if applicable</i>
Learning or Improvements	<i>Where relevant</i>
Review Rights	<i>Explanation of right to request a review</i>
Review Grounds	<i>Summary of permitted review grounds</i>
Review Deadline	<i>Date by which a review must be requested</i>
Support and Representation	<i>Reminder of right to support or representation</i>
Contact Point	<i>Registry contact details</i>

Appendix D. Complaints Review Request Template

(To be completed by the Complainant)

Section	Information Required
Complaint Reference Number	
Complainant Name	
Student ID (if applicable)	
Date of Investigation Outcome	
Ground(s) for Review	☐ Procedural irregularity ☐ Unreasonable decision ☐ New material evidence
Explanation of Grounds	<i>Clear explanation of why review is requested</i>
New Evidence (if applicable)	<i>Description and attachments</i>
Outcome Sought	<i>What the complainant is seeking from the review</i>
Representative Name (if applicable)	
Consent to Communicate with Representative	☐ Yes ☐ No
Declaration	<i>I confirm the information provided is accurate</i>
Complainant Signature	
Date	

Appendix E. Completion of Procedures Letter Template

[UKCBC Letterhead]

Private and Confidential

Date: [Insert date]

Our reference: [Complaint reference number]

To: [Name of complainant]

[Address or email]

Completion of Procedures – Complaints Policy

Dear [Title and surname],

I am writing to confirm that UK College of Business and Computing has now completed its internal complaints procedures in relation to your complaint referenced above.

Outcome of the internal process

Your complaint has been considered in accordance with the College's Complaints Policy and Procedures and has concluded at the following stage:

☐ Formal investigation stage

☐ Review stage

The outcome of the internal process has been communicated to you previously. As no further internal steps are available under the College's procedures, the complaints process is now complete.

Completion of Procedures

This letter constitutes a **Completion of Procedures Letter** and confirms that you have exhausted the College's internal complaints process.

The College will not undertake any further internal consideration of this matter.

Right to independent external review

If you remain dissatisfied with the outcome, and you are an eligible complainant, you may be able to refer your complaint to the **Office of the Independent Adjudicator for Higher Education (OIA)** for independent review.

The OIA is an independent body that reviews student complaints about higher education providers. The OIA will normally only consider complaints once a provider's internal procedures have been completed and a Completion of Procedures Letter has been issued.

You must submit your complaint to the OIA **within the time limit specified by the OIA**, which is normally **12 months from the date of this letter**.

OIA contact details

Office of the Independent Adjudicator for Higher Education

Website: www.oiahe.org.uk

Email: enquiries@oiahe.org.uk

Telephone: 0118 959 9813

Please note that the OIA will determine whether your complaint falls within its remit.

Not all complainants covered by the College's Complaints Policy are eligible to refer a complaint to the OIA. The OIA scheme applies to students and eligible former students. Applicants and other service users may not be eligible for OIA review.

Thank you for engaging with the College's complaints process.

Yours sincerely,

[Name]

[Role, e.g. Registry Manager / Chief Academic Officer]

UK College of Business and Computing

[Contact details]

Version History

Version	Date	Author	Summary of changes	Approved by
1.2	23 October 2026	Chief Academic Officer	Role titles updated following organisational restructure; front sheet, footer and cross references updated for approval. CMT spelt out, in line with GA 3.1 (26 October 2026).	Quality of Education Committee