

Student Complaints and Academic Appeals

Introduction

An academic complaint is any specific concern about the provision of a programme of study or related academic service.

Note: Students may lodge an academic complaint at any point during the academic year.

An academic appeal is a request for a review of a decision of an academic body charged with making decisions on student progression, assessment and awards.

Note: Students have **21 days** following the notification of the decision of the academic body (e.g. Board of Examiners, School Disciplinary Committee etc.) to lodge an appeal against that decision.

Kingston Institute of Management & Technology will treat in good faith any academic complaint or appeal brought forward by its students. Student feedback is appreciated by the University and is recognised as a valuable mechanism for improving the quality of its educational provision.

Student Complaint

We regard a complaint as any expression of dissatisfaction about our action or lack of action, or the standard of service provided by us or on our behalf.

Academic Appeal

You may not challenge the academic judgements of the examiners; in other words, work submitted for assessment purposes will not be re-marked. We will only consider academic appeals relating to:

- Serious circumstances which the Board of Examiners was not aware of when confirming the final mark.
- Procedural irregularities in the conduct of assessment
- Evidence of prejudice or bias on the part of one or more of the examiners.

I. Objective of this Procedure

We, through this Procedure, aim to resolve any complaints or problems quickly, fairly and simply. Therefore we encourage resolution at the informal stage (Stage One) with the members of staff directly involved.

II. Who can make a complaint?

- i. Any current student
- ii. Alumni within one year of graduation
- iii. Groups of students

III. Scope of this procedure

This procedure covers but is not limited to:

- i. Student administrative support services and lifecycle issues, such as registration, examination entry, examination arrangements, and dispatch of study materials
- ii. Issues affecting the quality of the student learning experience, for example, programme materials
- iii.** Appeals against the application of the regulations (see also point iv. below)

This procedure does not cover:

- iv. Examination results – we will not consider an appeal against the academic judgement of the Board of Examiners
- iv. Disciplinary processes
- v. Academic offences
- vi. Complaints from anonymous individuals or from an un-attributable source

viii. Appeals against admissions decisions

. There are separate laws admissions appeals procedures which are to be practiced as per required. Admission office is bound to provide information regarding this issue as required.

IV. Timescales for making a complaint

There is a context to each complaint and appeal and therefore timescales may vary. After a period of 12 weeks (96 calendar days), the basis of any complaint shall normally be deemed to have lapsed.

V. Support and Guidance

All kinds of support will be addressed and provided from Institution where separate bodies will act different tasks in favor of student complains.

The Procedure

Stage One: Informal Stage

Resolution within the department where the situation arose.

1.1 Complaints or feedback on any aspect of the student experience should be raised initially with the member of staff of the University with whom the student has been dealing.

1.2 Where the appeal relates to the application of regulations it should normally be made to the Programme Director in the first instance in accordance with Stage One of this procedure.

1.3 Dealing with a case at this stage may involve escalation to the line manager of that functional area. It is the responsibility of the line manager to ensure that complaints relating to their department are resolved in a fair and expeditious manner.

1.4 A record of all correspondence and telephone calls will be maintained.

2. Stage Two: Formal Complaint

The Head of Student Affairs acting on behalf of the CEO or the Dean of the Institute/School of Advanced Study, as appropriate.

2.1 If a complaint (or appeal against the application of regulations) is not resolved at Stage One, you should refer the matter in writing to the Head of Student addressing at head office.

2.2 You should provide details of the case in a clear and succinct statement together with any available and relevant evidence.

2.3 It is at the discretion of the Head of Student's writing notice how the case is investigated and determined.

2.4 The Head of Student writing notice may nominate a member of staff to carry out the investigation.

2.5 You will normally receive an acknowledgement of receipt of the writing notice by email within three working days.

2.6 Following investigation you will receive a written response upholding or dismissing your case. This will be sent via email, normally within twenty working days.

3. Stage Three: Review Stage

Complaints Resolution Panel on behalf of Institution Authority of the Kingston Institute of Management & Technology will review the complain.

3.1 Stage Three is used when the following criteria are satisfied:

i) That the policies and procedures outlined above were not followed by Institution's staff;

ii) That evidence which could not reasonably have been made available during Stage One or Stage Two has come to light;

3.2 If a complaint (or appeal against the application of the regulations) is not resolved at Stage Two, you may refer the matter in writing to the representative of the CEO at kingstonbd.com. You will be supplied with a copy of the Stage 3 Submission Form, which you should complete and return to initiate the

consideration of your case by the Chair and Secretary of the Complaints Resolution Panel.

3.3 If the criteria (noted at 3.1) are not satisfied, you will receive this decision in writing.

3.4 If the criteria (noted at 3.1) are satisfied, the full Complaints Resolution Panel will be convened.

3.5 You will normally receive an acknowledgement of receipt of the case by email within three working days.

3.6 No member of the Complaints Resolution Panel will have a personal or other significant interest in the case to be considered, e.g. the student's personal tutor, in order to maintain objectivity. The constitution of the full Panel will be approved by the Deputy Chief Executive to confirm there are no conflicts of interest.

3.7 The Complaints Resolution Panel will be presented with all documents relating to the case including any statement from you in order to make a decision.

3.8 You will not be requested nor have any right to appear before the Complaints Resolution Panel.

3.9 We do not permit lobbying of the Complaints Resolution Panel by you or a representative.

3.10 The Complaints Resolution Panel will meet within twenty working days (excluding University vacation periods) of receipt of the case at Stage Three if it is determined to have met the criteria outlined in 3.1.

3.11 You will be informed in writing of the outcome within ten working days of the meeting of the Complaints Resolution Panel. If the panel will take longer than the agreed timescales, we will tell you. We will notify you of revised time limits and keep you updated on progress.

4. The Office of the Independent Adjudicator

On completion of all stages of the Procedure, the issue may be referred in writing to the Office of the Independent Adjudicator (OIA).