

Appendix H.2 Complaints: Additional Information for Students

1. Contacting you during the complaints process

When making a complaint, you should ensure that we have your preferred address. We shall assume that any correspondence sent to that address has reached you.

2. Complaints by students under the age of eighteen

If you are under the age of eighteen, we shall notify your parents or guardians if you make a complaint under the formal procedure, unless you expressly wish otherwise: we shall also keep your parents and/or guardians informed about the progress of the complaint. Parents/guardians may act on your behalf during the process, unless you expressly wish otherwise.

3. Complaints and appeals

There are separate procedures for dealing with complaints relating to programmes validated by City, University of London.

Where a complaint is received but the subject matter does not fall under the remit of this procedure or falls under the remit of two or more procedures, the Nominated Officer may at their own discretion either direct you to the relevant procedure(s) or invoke that/those procedure(s) directly where there is sufficient cause and evidence to do so. In such circumstances, the Nominated Officer will inform you:

- Which specific issues will be determined under which policies and by whom;
- The order in which those issues will be determined; and
- The implications, if any, of following more than one procedure at any time.

4. Group complaints

When a complaint is brought by a group of students, one person should be prepared to act as spokesperson and correspondent for the formal process, with the written agreement of the other members. Each member of the group must be able to demonstrate that he or she has been personally affected by the matter that is the subject for the complaint.

5 Third party complaints

We shall not normally deal with a third party acting on your behalf and we shall not carry out an investigation of a complaint made on your behalf without your written agreement to the concerns raised and to an investigation. This includes complaints made by your parents or spouse.

6. Complaints involving Registry (including the Student Services team)

Formal complaints about or involving the Registry or the work of the Director of Operations and Business Enterprise should be sent to the Principal who will nominate a member of the Executive to investigate. The Principal will hear any appeals in relation to complaints against the Director of Operations and Business Enterprise.

7. Support at complaints hearing

You can, if you wish, be accompanied at any complaint hearing by a friend for support (defined as a registered student of the Institution; an officer of the Students' Union or a member of staff of the Institution). Legal representation is not allowed at any stage of the proceedings for the student or the Institution. The friend can - with your agreement - put forward your case on your behalf, under the direction of the chair of the meeting, with the opportunity to ask questions of any departmental representatives.

8. Absence of complainant from hearings/meetings

Where you decide not to attend a hearing, the committee will consider the complaint in your absence. In the event that you are unable to attend, the hearing will normally be rescheduled. It should be

noted that where all reasonable opportunities have been offered to allow you to attend the hearing, the hearing will either take place in your absence or the Institution will reject your complaint without further consideration.

9. Criminal offences

You should raise with the police any matters that may involve criminal offences. The Institution has discretion to suspend an investigation if a criminal or another external investigation has been instigated.

10. Vexatious or malicious complaints

The Institution may decline to consider complaints that it considers vexatious or malicious. The Institution may consider using the disciplinary procedures where a complaint is found to be vexatious or malicious. This could include, for example, complaints that are patently unsustainable or complaints made in an attempt to damage the name of another person or a department.

11. Complaints and disciplinary procedures

We reserve the right to prevent the use of the complaints process to cause an unreasonable obstruction or delay to the conduct of the Institution's disciplinary process.

12. Access to information

You are entitled to apply for access to your own personal data under the policies and procedures relating to the Data Protection Act 1998. Applications should be made in writing to the Data Protection Officer.