

# **EXTERNAL PERSONS COMPLAINTS POLICY**

1 The University of Law's External Persons Complaints Policy has been informed by the Office for Students Sector-Recognized Standards and the General Ongoing Conditions of Registration and has regard to the UK Quality Code for Higher Education. These definitive reference points for all English higher education institutions set out how academic standards are established and maintained and how excellence in the quality of learning opportunities is assured.

This policy sits within The University of Law's Quality and Standards Code, which provides a suite of policies designed to safeguard the academic standards of The University of Law and to assure the quality of learning opportunities offered; this policy should therefore be read in conjunction with other relevant policies within the code.

## **Procedure for Concerns or Complaints by Persons External to the University of Law**

2 The University of Law (the University) aims to provide a quality service which meets the highest expectations of its staff. The University welcomes all constructive feedback on its activities, whether positive or negative and understands that, from time to time, people or organisations external to the University may be dissatisfied or concerned with the way the University, its staff or students have acted. The University will respond positively, where necessary, by improving procedures, correcting mistakes and learning from experience. This procedure aims to provide a mechanism which will deal with genuine complaints of impropriety, irregularity, misconduct, poor performance or ineffectiveness against the University in a timely and open way.

### **Who may raise a concern or complaint?**

3 Anyone who is affected by the activities of the University, including those receiving or seeking a service or who have been subject to a decision of the University.

4 Current or former students of the University may not use this procedure and are directed in the first instance to the University's policy under Q9: Academic appeals and student complaints. Copies can be obtained from Academic Registry at [academic.registry@law.ac.uk](mailto:academic.registry@law.ac.uk) or by downloading from the internet at <http://www.law.ac.uk/about/policies/>

### **Before you raise a concern or complaint**

5 The University expects you to consider all appropriate procedures to make your point, such as suggestion schemes or other feedback mechanisms before bringing a complaint.

**What information must the complaint contain?**

- 11.2 All formal complaints will be dealt with by an Investigating Officer who is a senior member of the University not previously involved in the informal stage. You will be informed of the details of the Investigating Officer and the timescales.
- 11.3 You may be asked to provide further information and/or to attend a meeting to discuss your case. The discussion may also take place by telephone or email, whichever is the most appropriate.
- 11.4 The Investigating Officer undertakes a full investigation and prepares an outcome report, which is then reviewed and approved by the Head of Complaints. You will then receive a copy of the written outcome report from the investigation and any action that will be taken together with details of how to apply for a review of the decision if you are not satisfied with the outcome of the investigation.

## 12 **Stage 2 – Complaint Appeal**

- 12.1 If you are not satisfied with the outcome of the formal complaint, you may request an appeal of the procedure, which is carried out by an Appeal Officer who is a senior member of the University staff, not previously involved in the investigation of the complaint.
- 12.2 The Appeal Application Form is sent to you together with notification of the outcome of the investigation into the original formal complaint, and provides full details of the appropriate place for its submission, accepted by post or email.
- 12.3 The Appeal Application must be submitted within 14 calendar days of the date of the outcome report from the University following the investigation of the formal complaint. The University does not consider any request for appeal received outside this time limit unless you are able to provide evidence of exceptional circumstances which justify the delay in submission.
- 12.4 The appeal application must outline the reasons for dissatisfaction with the outcome. It is not sufficient simply to reiterate the original formal complaint.
- 12.5 For an appeal to be considered, you must:
  - 12.5.1 Provide further evidence to substantiate the complaint, together with a full explanation of why the evidence was not supplied with the formal complaint;
  - Or
  - 12.5.2 Demonstrate that the formal complaints procedure was not followed correctly and that this had a detrimental impact on the outcome;
  - Or



14.4 allow the University a reasonable time to deal with the complaint effectively;



## External Persons Complaints Policy



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|------|---|--|------------|
| V2.5 | Senior Quality Officer                              | Further naming convention clarifications                             | 26/03/2020 |
| V2.6 | Head of Quality Assurance                           | Minor grammatical corrections  | 14/12/2020 |
| V2.6 | Head of Apprenticeship of Compliance and Operations | Review to ensure appropriate alignment with apprenticeship provision | 17/12/2021 |