

TRINITY LABAN

ACADEMIC QUALITY HANDBOOK

STUDENT COMPLAINTS PROCEDURES: STUDENT GUIDANCE

This guidance document provides an easy-to-digest overview of our student complaints procedure

You should read this in conjunction with the full complaints procedures that can be found [here](#). We define a complaint as being:

“an expression of dissatisfaction by one or more students about an action, or lack of action, or about the standard of service provided by or on behalf of the Institution.”

Examples of complaints under this procedure could include:

- delivery of service and academic provision (e.g. programme design, content and structure, resources and facilities, accommodation, assessment process and information)
- quality of supervision or tuition
- failure to meet obligations (e.g. those set out in the prospectus and programme handbooks)
- harassment and/or sexual misconduct of a student by a member of staff

A query or a request for clarification is not a complaint as it does not meet the definition above. Where a query or request for clarification is left unresolved, however, this itself may potentially give rise to a complaint e.g. in the failure to meet obligations (such as to provide relevant information in a timely manner).

Where a student is uncertain whether the matter they are raising is a complaint, or is concerned that what they feel should be treated as a complaint has not been, they may contact Student Services, the TLSU, and/or the Quality & Governance team for advice and guidance.

The following examples are not considered to fall under our student complaints procedure:

Item	Correct Procedure
Academic matters relating to the decision/s of the Assessment Board regarding assessment, progression, or award	Academic Appeals Procedure
Complaints about another student's behaviour including harassment and/or sexual misconduct by another student	Student Disciplinary Procedure
Complaints about McMillan Halls	Please contact Trinity Laban Student Services for information on how to submit a complaint regarding McMillan Halls
Complaints about the Students' Union	Trinity Laban Students' Union Constitution
Whistleblowing (public interest disclosure)	Whistleblowing Procedure
Requests for more or for different services	Raise issues through programme forums/quality committees/SU Executive/Student Representation System

Our Promise

We promise to:

- resolve issues informally wherever possible
- address issues thoroughly and efficiently and tell students when to expect a reply throughout the process
- inform students of their rights in relation to the complaint
- carry out a full, fair and proportionate investigation and provide students with a reasonable response
- feedback complaints into our system to improve our services
- handle all cases confidentially. You should only release information to those who need to investigate or respond to students' complaints.
- ensure students are not disadvantaged as a result of raising a complaint in good faith

You may feel hesitant about making complaints if you're worried about damaging relationships with teachers or other members of staff. We view all complaints as constructive feedback – it helps us to learn and grow. Please don't hold back if you have a valid complaint.

Making a Complaint

There are three stages to the internal complaints procedure. Stage one is designed for a quick resolution and is where the majority of our complaints begin. In exceptional circumstances complaints may progress on to stage two.

Stage One: Early Resolution (Informal)

Who should I raise the complaint with?

With the person most directly involved. For example the programme leader or teacher

When should I raise the complaint?

As soon as possible – within 40 calendar days of the incident (90 days in relation to student complaints regarding harassment, bullying or sexual misconduct by a member of staff)

When can I expect a response?

There is no set time frame, but staff will provide you with a response as soon as they are able to.

Stage One: Early Resolution (Written)

Who should I raise the complaint with?

The relevant senior staff member as outlined in the Student Complaints Procedure

When should I raise the complaint?

As soon as possible – within 40 calendar days of the incident (90 days in relation to student complaints regarding harassment, bullying or sexual misconduct by a member of staff)

When can I expect a response?

Within 20 calendar days

Stage Two: Formal Complaint

Who should I raise the complaint with?

Our Nominated Complaints Officer, who can be contacted at:
complaints@trinitylaban.ac.uk

When should I raise the complaint?

Within 15 calendar days of the written response to your Stage One complaint

When can I expect a response?

Your complaint will be acknowledged within 5 calendar days and responded to within 50 calendar days. You will be kept informed should there be any extensions to this timeframe

Stage Three: Review of Outcome to a Formal Complaint**Who should I raise the complaint with?**

Stage Three complaint forms should be submitted to complaints@trinitylaban.ac.uk where the Principal or Registrar will allocate a senior member of staff to address the case.

When should I raise the complaint?

Within 10 calendar days of your formal complaint

When can I expect a response?

Within 10 calendar days

Office of the Independent Adjudicator Review Stage**Who should I raise the complaint with?**

Directly to the OIA by visiting their website: oiahe.org.uk

When should I raise the complaint?

Within 12 months from the date of the Completion of Procedures Letter

When can I expect a response?

There is no set time frame

FAQs**Am I eligible to make a complaint?**

This procedure applies to all students who have registered or enrolled onto a foundation, undergraduate, postgraduate or research degree programme at Trinity Laban. It also includes those who have recently graduated or withdrawn from a programme.

City, University of London will consider complaints relating to the academic quality of the programmes that it validates, once Trinity Laban's own procedures have been completed. You can view the relevant procedures [here](#).

I'm under 18. Can I complain?

Yes, you can make a complaint and depending on the nature of your complaint we may notify your parents or carers. We will also keep them informed about the progress of your complaint and they may also act on your behalf.

Can someone raise a complaint on my behalf?

We will not carry out a complaint raised on your behalf without your express written agreement. If you need assistance with making a complaint – for disability reasons for example – Student Services will be able to arrange support for you.

Can we make a complaint as a group?

Yes, as long as everyone can demonstrate that they have been personally affected. To do this, you need one student to act as a spokesperson and the main point of contact. You will also need a written agreement from all members of the group, and each member of the group will need to be able to demonstrate that they have been personally affected by the matter that is the subject for the complaint.

Can I make a complaint without giving my name?

As complaints require detailed investigation, we do not ordinarily investigate complaints made anonymously. In exceptional circumstances the Nominated Complaints Officer can investigate an anonymous complaint at their discretion, as long as there is a compelling case supported by evidence. Any investigation may be seriously impeded, however, as may the communication of any outcome reached.

If you have a complaint that you would like to raise, read our Complaints Stage One Guidance. If you believe that there are valid reasons why your complaint should be made straight to stage two, read the Complaints Stage Two Guidance. Please note however that the Nominated Complaints Officer may refer you back to stage one if you have not already received an informal written response.

Is there anyone I can ask for Support or Advice?

You can speak to our Student Advisors in Student Services or a member of Trinity Laban Students' Union for advice.

If you have any specific questions about the procedures, you can also email the Quality & Governance team: **complaints@trinitylaban.ac.uk**