

TRINITY LABAN

ACADEMIC QUALITY HANDBOOK

STUDENT COMPLAINTS PROCEDURES: STAGE TWO (FORMAL COMPLAINT) STUDENT GUIDANCE

If you've received a written stage one response from the relevant senior member of staff and you don't think that your complaint has been sufficiently addressed, you can raise a formal complaint by submitting a Stage Two Formal Complaint Form that can be found [here](#). This must be within fifteen calendar days of the date of your written response from stage one.

You can also bring a formal complaint without attempting early resolution in certain circumstances, as long as it is 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). Reasons for this may include:

- if the issues are sufficiently serious or complex
- if there is other good reason why it could not be considered by the relevant senior member of staff

The Nominated Complaints Officer has the discretion to refer you back to the relevant senior member of staff to be addressed at stage one.

Making a formal complaint can be a daunting experience. There are more requirements needed to make a complaint. This document will help you navigate those requirements.

A stage two complaint is a formal complaint that is considered centrally by the Nominated Complaints Officer.

Overseen by the Registrar, the officer will coordinate a full, fair and proportionate investigation. The investigation may include copies of email correspondence and other relevant documents. It may be necessary to interview staff and students or to request written submissions.

The advantage for this type of complaint is that it is considered by someone who sits outside of the area that is the subject of the complaint.

How to achieve the best outcomes:

- be clear about what you are complaining about on your Stage Two Formal Complaint Form
- give details including what has happened, when it happened, and who was involved
- provide any evidence that you have to support your complaint
- let us know what you think should happen to resolve the complaint
- respond promptly to any requests for further information or documentation

What happens when we receive a formal complaint?

The Nominated Complaints Officer will usually:

- review the complaint form and make sure that your complaint has been raised under the correct procedure; including checking whether the complaint has gone through early resolution. If it has not, they should decide whether to refer it back to stage one.
- formally acknowledge the submission of your Stage Two Formal Complaint Form via email and provide support contact details for both Student Services and the Trinity Laban Students' Union.
- begin the investigation, or request further information from you if this is needed to begin the investigation

Outcome

The Nominated Officer, in liaison with the Registrar, will aim to provide a response within 50 calendar days of receiving a complaint although we aim to resolve complaints sooner. *In exceptional circumstances, complicated cases may take longer to investigate with appropriate care and thoroughness; the timescale may also have to be extended during vacation periods. You will be informed of any extension to the deadline and the reasons for such an extension, as early as possible, but we shall take all reasonable steps to resolve cases with the minimum delay and in line with the overall timescales set out in the OIA's Good Practice Framework.*

What you can expect to receive:

- a respectful response which addresses every aspect of your complaint
- an explanation if we do not agree with you
- an apology if we have not lived up to our obligations and aspirations

- a remedy if anything has gone wrong
- details of next steps available to you

How do we make decisions?

The Nominated Complaints Officer will consider the allegations and evidence they have collected during the course of their investigation. A decision will then be made based on the balance of probabilities.

The Nominated Complaints Officer has discretion in determining the outcome of a complaint. This enables them to ensure that any remedy can be effective and targeted to the circumstances of the complaint.

Next Steps

If you do not think that your formal complaint has been dealt with sufficiently, you are entitled to a review (stage three). For further information on how to do this, please read the Stage Three Complaints Guidance available [here](#).

...and remember, you must make a request for a review of the outcome of a formal complaint within ten calendar days of receiving your stage two written response

Monitoring

We monitor all complaints centrally, even if they are resolved at an early stage. This helps us to have an overview of both the amount and the type of complaint we receive so that we can develop the services we provide as an institution.

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