

## **Complaints Procedure**

This procedure applies to:

- Complaints arising from a student's educational experience, other than disputes relating to assessment and examinations (see below);
- Complaints in respect of academic and/or administrative support or other services provided by RDI
- Complaints regarding alleged harassment by staff of RDI
- Complaints arising from alleged discrimination by staff of RDI in relation to gender, race, disability, sexual orientation or otherwise.

This list is not exhaustive – complaints falling outside those listed above will be considered and investigated at the discretion of RDI.

The investigation of formal complaints relating to matters which have occurred more than twelve months previously will be investigated at the discretion of RDI.

This procedure does not apply to:

- Candidates wishing to appeal against an academic decision – separate procedures exist for such appeals. Candidates should also note that appeals against the academic judgement of examiners cannot be accepted;
- Disciplinary matters – these should be dealt with in accordance with separate procedures in place within the validated institution, though complaints will be accepted against the disciplinary procedure process and/or outcome.

### **Informal Process**

Wherever possible, RDI would wish to see any complaint resolved as close as possible to its point of origin, and with a minimum of formality.

The complaint should be discussed with the person involved and if the matter is not resolved the student should proceed to Stage 1 of the formal process outlined below.

### **Formal Process- Stage 1**

- The complaint should be put in writing to the Student Support Manager.
- A formal response will be provided and/or a meeting will be convened to discuss the issue. This will normally be within 5 working days of receipt of the complaint.
- If there is no resolution, the complaint will be copied to the CEO. A further meeting will be convened to discuss the issue normally within 5 working days.
- If there is no resolution of the complaint, the student has the right to make a formal complaint to Edexcel.

## **Formal Process Stage 2**

- The issue should be raised with Anglia Ruskin University

Note: the student has the right to be accompanied by a union representative or other.