



In partnership with



# Students

# Complaints Policy

## STUDENT COMPLAINTS POLICY

<b>Department</b>	<b>Academic Registry</b>	<b>Document No.</b>	<b>S01</b>
<b>Document Type</b>	<b>Student Complaints Policy</b>	<b>Revision</b>	<b>2</b>
<b>Owner</b>	<b>Academic Registry</b>	<b>Pages</b>	<b>13</b>
<b>Relevant to</b>	<b>All OUC Students</b>		
<b>Prepared by</b>	<b>President and Executive Board Member Project and Compliance Lead</b>		
<b>Reviewed by</b>	<b>President and Executive Board Member Head of Student Experience and Academic Registry Project and Compliance Lead</b>		
<b>Approved by</b>	<b>President and Executive Board Member</b>		
<b>Effective Date</b>	<b>1<sup>st</sup> September 2022</b>		
<b>Custodian</b>	<b>Academic Registry</b>		

### Revision History

<b>Revision No.</b>	<b>Revision Date</b>	<b>Section No.</b>	<b>Remarks</b>
1.0	January, 2020	All Sections	New Document
2.0	August, 2022	All Sections	Updated Document

### Dissemination

Through OUC Student Support Service Portal to all OUC students.

### Internal Control and Validation

To ensure compliance with this policy and procedure:

- The Dean, Academic Affairs is responsible for the implementation.
- The Academic Registry will maintain the control and compliance.

## TABLE OF CONTENTS

<b>1.1. POLICY OBJECTIVE</b>	<b>4</b>
<b>1.2. DOMAIN OF IMPLEMENTATION</b>	<b>4</b>
<b>1.3. DEFINITIONS</b>	<b>4</b>
<b>1.4. ABBREVIATIONS</b>	<b>4</b>
<b>1.5. GENERAL PRINCIPLES</b>	<b>5</b>
<b>1.6. PRINCIPLES OF NATURAL JUSTICE</b>	<b>5</b>
<b>1.7. POLICY ITEMS</b>	<b>5</b>
1.7.1. Scope	5
1.7.2. Eligible Complaints	5
1.7.3. Eligibility Consideration	6
1.7.4. Who can complain?	6
1.7.5. What is a Complaint?	7
1.7.6. Alternative Processes	7
<b>1.8. TIME LIMITS</b>	<b>8</b>
<b>1.9. STAGE 1 – LOCAL RESOLUTION</b>	<b>8</b>
<b>1.10. STAGE 2 – FORMAL COMPLAINT</b>	<b>9</b>
<b>1.11. STAGE 3 – FINAL REVIEW</b>	<b>11</b>
<b>1.12. ADVICE AND INFORMATION</b>	<b>12</b>
<b>1.13. APPENDIX</b>	<b>13</b>

## 1.1. Policy Objective

- 1.1.1. OUC is committed to providing an environment that is conducive to study and provides academic and support services to facilitate the achievement of a student's target award.
- 1.1.2. The policy addresses complaints of students may wish to raise concerns regarding the academic, administrative, support or other services provided.

## 1.2. Domain of Implementation

- 1.2.1. OUC operates a two Stage Student Complaints Procedure:
  - 1.2.1.1. Stage 1 – Local Resolution,
  - 1.2.1.2. Stage 2 – Formal Complaint.

## 1.3. Definitions

<i>Complaint</i>	To report issues regarding the academic, administrative, support or other services provided by the College.
<i>Circumstances</i>	Circumstances is defined as the representation of the related information and matters as related to the complaint. Necessary to provide written or otherwise, of any involved person, from any source whatsoever, as the student's own.
<i>Resolution</i>	The act of resolving or determining upon a structured unbiased action, or course of action, method, procedure, etc. to reach the amicable solution.

## 1.4. Abbreviations

OUC	Oryx Universal College
LJMU	Liverpool John Moores University

## **1.5. General Principles**

OUC is committed to managing student complaints in a way that:

- 1.5.1. Is timely and efficient, to facilitate a speedy resolution
- 1.5.2. Is fair and transparent to all parties
- 1.5.3. Promotes informal conciliation such as mediation, where appropriate
- 1.5.4. Promotes feedback and best practice to support service teams and faculties and
- 1.5.5. To enhance the student experience

## **1.6. Principles of Natural Justice**

The complaints procedure operates on the principles of natural justice:

- 1.6.1. There are two sides to every dispute
- 1.6.2. All parties are given the opportunity to provide evidence to substantiate their version of the issue / incident
- 1.6.3. Full disclosure of any allegations or evidence will be made to those parties involved in the complaint
- 1.6.4. All parties involved in a complaint have the right to be accompanied by a friend or Students' representative at each stage of the procedure.

## **1.7. Policy Items**

### **1.7.1. Scope**

Students are expected to have met their obligations and responsibilities as members of OUC regarding:

- 1.7.1.1. Meeting their academic commitments.
- 1.7.1.2. Acting in accordance with regulations.
- 1.7.1.3. Behaving with consideration for other students and staff.

### **1.7.2. Eligible Complaints**

All complaints are taken seriously, and students are not penalized for making a genuine complaint. OUC expects that students will not submit false statements, falsified evidence or frivolous or vexatious complaints. Examples of such complaints include:

- 1.7.2.1. Complaints which contain false allegations or falsified evidence.
- 1.7.2.2. Complaints which are obsessive, harassing, or repetitive
- 1.7.2.3. Insistence on pursuing non-meritorious complaints and/or unrealistic, unreasonable outcomes.
- 1.7.2.4. Insistence on pursuing complaints in an unreasonable manner.
- 1.7.2.5. Complaints which are designed to cause disruption or annoyance.
- 1.7.2.6. Demands for redress which lack any serious purpose or value.

### **1.7.3. Eligibility Consideration**

- 1.7.3.1. OUC reserves the right to end consideration of a complaint if it is deemed frivolous or vexatious. Students who do submit such complaints may be subject to Student Disciplinary proceedings.
- 1.7.3.2. Only those staff directly involved with the complaint will be given access to confidential information.
- 1.7.3.3. In exceptional circumstances it may be necessary for OUC to provide information to a third party with or without a student's consent.
- 1.7.3.4. Examples of such exceptional circumstances are detailed in the Student Governance Confidentiality Statement available at <https://www.ljmu.ac.uk/about-us/public-information/student-regulations/guidance-policy-and-process>
- 1.7.3.5. Where more than one individual is named in a complaint, normally, those individuals will be party only to the matter(s) of complaint and outcome(s) that are directly specific to them.
- 1.7.3.6. Where the outcome of a Student Complaint investigation includes recommendations for consideration under Student Disciplinary procedures any other processes, the outcome of these processes will not normally be disclosed to the complainant.

### **1.7.4. Who can complain?**

- 1.7.4.1. This complaints procedure is open to all registered or former registered students of OUC undertaking an LJMU validated programme of study.
- 1.7.4.2. Anonymous complaints will not normally be accepted; complaints that are not made openly cannot be investigated in keeping with the principles of natural justice outlined in Section 1.6.
- 1.7.4.3. Exceptions to this may be made where the complaint raises serious issues of concern for the health and safety of students, staff, and the public.
- 1.7.4.4. Third party complaints are not accepted, unless the third party is acting as the complainant student's representative and the student has authorized such representation in writing.

## **1.7.5. What is a Complaint?**

1.7.5.1. OUC recognizes that from time-to-time students may wish to raise issues regarding the academic, administrative, support or other services provided by the College.

Examples of complaints include:

- 1.7.5.1.1. Failure by OUC to meet its obligations as specified in the programme/module handbook.
- 1.7.5.1.2. Misleading or incorrect information in documentation provided by OUC
- 1.7.5.1.3. Concerns about the delivery of a programme, associated teaching or administration.
- 1.7.5.1.4. The quality of facilities, learning resources or other services provided directly by OUC,
- 1.7.5.1.5. The behavior of a member of staff.
- 1.7.5.1.6. The behaviour of another student.

## **1.7.6. Alternative Processes**

1.7.6.1. Some issues may be more appropriately considered under alternative processes rather than the Student Complaints Procedure. For example, the following issues are not considered under the LJMU/OUC Student Complaints Procedure:

- 1.7.6.1.1. Dissatisfaction with a decision made by an academic body (i.e. the Board of Examiners) regarding student progression, academic assessment, and awards. These issues are considered under the Academic Appeals Procedure of LJMU <https://www.ljmu.ac.uk/about-us/public-information/student-regulations/appeals-and-complaints>
  - 1.7.6.2.1. Dissatisfaction about the outcome of an academic misconduct process. These issues are considered under the Academic Misconduct Appeals Procedure <https://www.ljmu.ac.uk/about-us/public-information/student-regulations/appeals-and-complaints>
- 1.7.6.2. Although OUC encourages students to try to resolve any issues locally in the first instance, we recognise that where the complaint relates to a member of staff, this may not always be possible. In such circumstances, the student can submit a formal complaint under Stage 2 of the procedure.

## **1.8. Time Limits**

There are strict time limits for submitting Student Complaints and progressing to each stage of the process. This is to ensure that matters can be investigated when the circumstances are still fresh in people's minds and evidence is available to support a timely and appropriate resolution. The submission deadlines for each stage of the process are specified below.

- 1.8.1. Discretion for late submissions will be given only where there are exceptional reasons supported by relevant evidence.
- 1.8.2. OUC reserves the right not to progress complaints that are submitted outside of the specified time limits.
- 1.8.3. OUC and LJMU endeavor to complete the processing of a formal complaint and any associated review (Stage 2 and Stage 3) within 90 calendar days. This timeframe requires students to meet any College deadlines for the submission of material.
- 1.8.4. If, for good reason, such as the availability of essential witnesses, OUC needs to extend the timeframe, the student will be notified and kept regularly informed of the progress of the complaint.

## **1.9. Stage 1 – Local Resolution**

- 1.9.1. In order to resolve concerns as quickly as possible, students are expected to try and resolve complaints locally with the relevant Faculty, School, Student Administration Centre, or Department, in the first instance.
- 1.9.2. All Stage 1 complaints should be made within 30 calendar days of the event complained about. OUC staff can be contacted in writing or by email and should respond in writing to the complainant within 30 calendar days. Where this is not possible for valid reasons, the staff member should advise the student of the anticipated timescale.
  - 1.9.2.1. At OUC all complaints must be lodged using the online helpdesk which can be accessed through the link provided in the student portal.
  - 1.9.2.2. When submitted, every complaint will be logged as a case in the student account in the student information system and assigned to the OUC student complaints handling officer (assigned by OUC) will review it.
  - 1.9.2.3. Student complaints handling officer, may reassign the case to the appropriate department and/or staff members to address it.



- 1.9.2.4. The same officer will keep track of resolution and updates to ensure that the complaints are handled and resolved within the reasonable timeframes.
- 1.9.3. Students should keep a record of any action they take to resolve the complaint and keep copies of all relevant correspondence.
- 1.9.4. Stage 1 Student Complaint responses may include the following:
  - 1.9.4.1. Providing information, advice, and explanations
  - 1.9.4.2. Suggesting solutions
  - 1.9.4.3. Apologies and resolution
  - 1.9.4.4. Referral to other appropriate support services
  - 1.9.4.5. Referral to the Formal Student Complaints procedure (Stage 2) or other student related procedures.
- 1.9.5. If it is not possible to resolve the complaint locally at Stage 1 or if the student is dissatisfied with the outcome of their Stage 1 complaint and believes that the matter has not been properly addressed, then students can submit a formal complaint under Stage 2 of the Student Complaints procedures. (See 1.10 below)
- 1.9.6. OUC also recognizes that there can be exceptional circumstances where it may not be appropriate to raise the matters locally (e.g., if the complaint involves complex, multiple issues or where the complaint relates to the conduct of staff or other students). In such cases students should submit a formal complaint under Stage 2 of the Procedures, within 3 calendar months **of the date of the event or when the issue of complaint occurred.**

## **1.10. Stage 2 – Formal Complaint**

- 1.10.1. Where the complaint has not been resolved or satisfactorily dealt with locally or where it is not appropriate to be considered locally then a student can submit a formal complaint.
- 1.10.2. Students will be expected to provide details of their efforts to resolve the matter locally at Stage 1 and attach any relevant correspondence or provide reasons why it was not appropriate for their complaint to be considered locally and the department name using the Student Complaint escalation process.
- 1.10.3. Formal complaints should be made within 3 calendar months of the date of the event **or when the issue of complaint occurred and not from the date the matter was first raised or responded to.**
  - 1.10.3.1. Escalation of the complaint to the stage 2 can be done from the online student portal where cases are logged and visible to the student.

- 1.10.3.2. The formal complaints handling officer may escalate a stage 1 complaint to stage 2 after assessment of a stage 1 complaint or during the stage 1 process, if deemed appropriate.
- 1.10.4. If a complaint is submitted outside the advertised deadlines, then the complaint will be deemed out of time and the OUC reserves the right not to progress the complaint any further.
- 1.10.5. Students should complete all sections of the complaint form, clearly and concisely, describing their concerns and summarizing the key events with relevant dates.
- 1.10.6. Failure to complete all sections of the form clearly and legibly may lead to a delay in responding to the complaint, or the complaint not being progressed.
- 1.10.7. Students need to provide appropriate and relevant evidence to support any allegations they make (evidence may include signed witness statements, letters, emails, and any other relevant information).
- 1.10.8. OUC cannot guarantee the return of original documents. Students should retain copies of the complaints form and any documentary evidence they submit.
- 1.10.9. Where a student fails to provide reasonable evidence to substantiate their allegations, OUC reserves the right not to progress the complaint further.
- 1.10.10. Students are also required to specify the remedy they seek and/or the desired outcome to their complaint.
- 1.10.11. If the complaint is rejected, for example if the complaint was submitted late or was submitted without reasonable evidence, the complainant will be notified in writing/email of the reasons for the decision. Students will be directed to Final Stage of the OUC Student Complaints procedure.
- 1.10.12. If the complaint is accepted, there are several ways in which the complaint may be progressed at this stage, dependent upon the nature and complexity of the complaint. Students will be notified in writing of how their complaint will be progressed. Such action may include:
  - 1.10.12.1. A request for further information or clarification.
  - 1.10.12.2. Referral of the complaint to a named person in the relevant Faculty, School or Service Team who will investigate the matter locally and provide a written response to the complaint.
  - 1.10.12.3. Referral of the complaint to a committee to investigate the matter and provide a written recommendation. E.g., Academic Governance Committee.
  - 1.10.12.4. Nominating an Investigating Officer to investigate the circumstances of the complaint.
  - 1.10.12.5. Arranging a Formal Hearing of the complaint.
- 1.10.13. Wherever possible OUC will seek to facilitate an early resolution of the complaint. OUC aims to provide a response within 30 calendar days of submission of the

complaint. Should this not be the case, then students will be kept informed of any likely delay and the reasons for the delay, at the earliest opportunity.

- 1.10.14. If the student is not satisfied with the resolution provided in the stage 2, they may request a formal review by the Office of the President (or nominee) or choose to activate stage 3.
- 1.10.15. Students will receive written notification of the outcome of their complaint from OUC / designated respondent) This will include whether the complaint is upheld or not, the rationale for the decision and any further action to be taken.

### **1.11. Stage 3 – Final Review**

- 1.11.1. If students remain dissatisfied with the outcome of their complaint, they have the option to refer the matter to the stage 3 of the complaint's procedure. The student can contact: [registry@oryx.edu.qa](mailto:registry@oryx.edu.qa) to escalate the complaint to the stage 3.
- 1.11.2. Students have the right to request a review of their formal complaint by the office of the President who is the nominee of the Board of Trustees to handle complaints on behalf of the Board of Trustees under Stage 3 of the Student Complaint procedure, where they believe and can substantiate that:
  - 1.11.2.1. The formal (Stage 2) Student Complaint procedure has not been followed correctly and/or
  - 1.11.2.2. The formal complaint has not been appropriately addressed and/or
  - 1.11.2.3. The decision regarding the outcome of their formal complaint is unreasonable in all the circumstances.
- 1.11.3. The grounds for the appeal should be clearly stated in writing and sent with full supporting evidence, within 15 calendar days of the date of the Stage 2 outcome letter to the Head of Student Experience & Academic Registry by email at [registry@oryx.edu.qa](mailto:registry@oryx.edu.qa).
- 1.11.4. An acknowledgement of the Stage 3 complaint will be sent to the student within 5 working days.
- 1.11.5. Stage 3 of the procedure is not a re-opening of the complaint and will not consider the issues afresh or involve a further investigation. A complaint must have been considered at Stage 2 before it can be escalated to Stage 3.
- 1.11.6. New evidence will not be considered unless the student can demonstrate valid reasons why they were unable to provide this evidence earlier in the process.

- 1.11.7. The stage 3 review will be carried out by the office of the President or a nominee of the president to conduct complaints review on behalf of the president.
- 1.11.8. If necessary, the reviewer may contact the student and/or relevant departments to clarify any issues and/or matters of procedure.
- 1.11.9. The student will be formally notified in writing of the decision of the reviewer, normally within 45 calendar days. The reviewer will determine whether the Stage 3 Complaint should be Upheld, Upheld in Part or Not Upheld and provide the reasons for this decision and specify if any appropriate action or remedy is required.
- 1.11.10. The decision of the reviewer is final, and this represents the completion of internal OUC procedures. The college may provide the student with a Completion of Procedures letter.
- 1.11.11. Students who are dissatisfied with the outcome of the Stage 3 internal review and believe that the College has failed to follow this procedure correctly, may take their case to the Ministry of Education and Higher Education for review.

## **1.12. Advice and Information**

- 1.12.1. The OUC Academic Registry Staff are available to advise Students on matters such as concerns about possible complaints, cases, etc. procedures. If students wish to contact, they can do so at Academic Registry.
- 1.12.2. Information on this Policy and Procedures are available on the College's Webpages at <https://www.oryx.edu.qa/policies/> or by contacting the Academic Registry via telephone numbers +974 4021 0000 or via email at [registry@oryx.edu.qa](mailto:registry@oryx.edu.qa).
- 1.12.3. Further information and contact details are available on the College Web pages at <https://www.oryx.edu.qa/>.

## 1.13. Appendix

### Appendix – 1: OUC Complaints Form

#### OUC Complaints

Standard Complaints Form

All students will be notified within two working days that a complaint has been received and a follow-up will be scheduled within ten working days of the date of the acceptance of complaint.

Student Name \*

Name of the Student Filing Complaint

Student Number \*

Mobile

Date of Submission \*

dd-MMM-yyyy

Email \*

Students OUC Email Address

Nature of complaint \*

Academic (program, course content, delivery method, instructor, learning environment, access to resources, etc.) Non-Academic (student services, safety concern, administrative action, procedure, decision, etc.)

Description \*

Summarize the nature of your complaint using factual information in your narrative. You may include (as appropriate) Date, Place, Time and Related Details.

Have you attempted to resolve your complaint? \*

Yes  No

Desired Outcome: \*

Provide statements of desired outcome. Specify the outcome being sought.

I hereby declare the information on this form is correct, true, and complete to the best of my knowledge. \*

I understand that any misrepresentation of the information may result in disciplinary action in accordance with Student Code of Conduct policies.

Save

Submit