

## CANTERBURY CHRIST CHURCH UNIVERSITY

### Procedures for Dealing with Complaints by University Registered Students at Partner Institutions

#### Scope of the Procedures

- 1 These procedures concern complaints received by the University from students registered by the University and studying at partner institutions on programmes validated or accredited by the University. The procedures do not apply to students studying at a partner institution not registered with the University on a validated or accredited programme.
- 2 A complaint is defined as any specific concern about the provision of a programme of study or related academic or support service, but does not extend to disciplinary procedures.
- 3 For the purpose of these procedures, 'partner institution' refers to another institution delivering, in whole or in part, a validated or accredited programme of study or research leading to one of the University's awards. It does not apply to students of the University who only attend a partner institution for the purposes of a professional placement as part of their programme of study.
- 4 The University Procedures relating to Academic Appeals<sup>1</sup> apply In cases of an appeal against a decision of an academic body charged with making academic decisions on progression, assessment, academic conduct or awards (for example, a Board of Examiners or a Panel established to investigate Plagiarism<sup>2</sup> or other Academic Misconduct<sup>3</sup>),.

#### Responsibilities of the Parties

- 5 The complainant is to use to the full the internal procedures of the partner institution to address any complaint.
- 6 The partner institution is to draw to the attention of all students by suitable means the arrangements for making complaints, including the role of the University, and to operate appropriate procedures for addressing those complaints.

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<sup>1</sup> PPE27 Academic Appeals

(<http://www.canterbury.ac.uk/support/quality-and-standards-office/Documents-Policies&Assessment/PPE/PPE27%20Academic%20Appeals.doc>)

<sup>2</sup> PPE26 Procedures for Dealing with Alleged Plagiarism

([http://www.canterbury.ac.uk/support/academic-standards-unit/Documents-Policies&Assessment/PPE/PPE26\\_Policy\\_Allegd\\_Plagiarism\\_Revised.doc](http://www.canterbury.ac.uk/support/academic-standards-unit/Documents-Policies&Assessment/PPE/PPE26_Policy_Allegd_Plagiarism_Revised.doc))

<sup>3</sup> PPE10 Examination Irregularities

([http://www.canterbury.ac.uk/support/academic-standards-unit/Documents-Policies&Assessment/PPE/PPE10\\_Examination\\_Irregularities.doc](http://www.canterbury.ac.uk/support/academic-standards-unit/Documents-Policies&Assessment/PPE/PPE10_Examination_Irregularities.doc))

- 7 The University will consider complaints only where
- (a) the student is (or formerly was) registered by the University on a validated or accredited programme and studying at a partner institution; and
  - (b) the complaint relates to an aspect of provision for which the University has a responsibility; and
  - (c) the student has exhausted the internal complaints procedures of the partner institution or, where applicable, relevant accrediting body; and
  - (d) the complaint is not subject to any legal proceedings.

**Procedures to be followed upon receipt of a complaint**

- 8 The Senior Pro-Vice Chancellor will review the complaint on behalf of the University.
- 9 On receipt of the complaint, the Senior Pro-Vice Chancellor shall
- (a) inform the partner institution of the nature of the complaint
  - (b) invite response in writing on the complaint from the partner institution
  - (c) obtain confirmation that the complainant has completed the internal procedures of the partner institution or, where applicable, a relevant accrediting body
  - (d) obtain confirmation that the complaint is not subject to any legal proceedings
- 10 Based on the evidence available, the Senior Pro-Vice Chancellor will determine whether the complaint meets the requirements set out in paragraph 7 above.
- 11 If following discussions with the Senior Pro-Vice Chancellor the partner institution accepts the case put forward to the University by the complainant, the Senior Pro-Vice Chancellor may resolve the complaint with the complainant and the partner institution.

**Procedures to be followed where the complaint is deemed to require no further review**

- 12 If the Senior Pro-Vice Chancellor determines a complaint does not require further review by the University, the complainant will be informed in writing of the decision and the reasons.
- 13 The student will have the right of appeal to the Vice Chancellor against the decision of the Senior Pro-Vice Chancellor not to proceed with the complaint.

The purpose of the appeal is to determine whether the decision-making process of the University was reasonable, but not to consider the merits of the case.

- 14 The Senior Pro-Vice Chancellor will inform the complainant of the right of appeal and its scope.

**Procedures to be followed where the complaint is deemed to require a review by the University**

- 15 Where the Senior Pro-Vice Chancellor deems a complaint requires review by the University, the complaint shall be referred to the Partner Institution Complaints Panel ('the Panel') to hear and determine the matter on behalf of the University.
- 16 The Panel will consist of three members. The Senior Pro-Vice Chancellor will nominate the members of the Panel. The Manager of Academic Partnerships will normally chair the Panel. The other members will consist of one senior member of the University and one senior member of a partner institution other than that about which the complaint has been received.
- 17 No person may serve on the Panel who has had any dealings with the complainant.
- 18 In the event that the Manager of Academic Partnerships is unable to serve, the Senior Pro-Vice Chancellor shall appoint an additional senior member of the University to chair the Panel.
- 19 The Senior Pro-Vice Chancellor will appoint a Secretary to the Panel from within the University.
- 20 The Panel will consider the written evidence, and invite the complainant and a representative of the partner institution to provide oral evidence either in person or through a telephone or video conference. A current student or member of staff of the partner institution, or an officer of the Students' Union of the partner institution, may accompany, and speak on behalf of, the complainant.
- 21 The Secretary to the Panel shall report its findings to the Senior Pro-Vice Chancellor, the complainant and the partner institution.
- 22 The Senior Pro-Vice Chancellor shall inform the Academic Board of the outcome of the complaint.
- 23 The student will have the right of appeal against the decision of the Panel to the Vice Chancellor. The purpose of the appeal is to determine whether the decision-making process of the University was reasonable, but not to consider the merits of the case. The complainant will be informed in writing of the right to appeal, and its scope, when informed of the decision of the Panel.

### **Completion of Procedures Letter**

- 24 The University Solicitor will issue a Completion of Procedures letter once the University procedures have been exhausted, provided the complaint meets the requirements set out in paragraph 7 above.
- 25 The University Solicitor will advise the complainant of the right to appeal to the Office of the Independent Adjudicator in the Completion of Procedures letter.

### **Approval**

- 26 The Procedures for Dealing with Complaints by University Registered Students at Partner Institutions was approved by Academic Board on 12 December 2007.

### Document History

Version		Author	Date
0.1	Paper for Quality and Standards Committee (Paper QSC07/30U)	Assistant University Secretary	November 2007
1.0	Paper for Academic Board (Paper AB07/22U) approved (Minute 1024)	Assistant University Secretary	November 2007