

## Complaints from CCCU Registered Students at Partner Institutions Procedure

<b>Approved by:</b> Education & Student Experience Committee	<b>Effective date:</b> 1 August 2024	<b>Next review:</b> June 2026
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## Complaints from CCCU Registered Students at Partner Institutions Procedure

The Complaints from CCCU Registered Students at Partner Institutions Procedure outlines the approach that the University and its Partner Institutions follow when dealing with student complaints, where the Partner is delivering an award of the University and the University is the sole awarding body. CCCU registered students not studying at a partner institution should follow the [Student Complaints Procedure](#).

This Procedure does not cover a Partner Institution delivering a Joint Award.

### Who needs to know about this Procedure?

All Academic and Professional Service Staff, all registered CCCU students at Partner Institutions and recent graduates of Partner Institutions.

### Purpose of the Procedure

The Procedure informs students, staff, the Students' Union, and staff at Partner Institutions how to deal with complaints raised by CCCU registered students at Partner Institutions. This is to ensure consistent processes are operated in order that:

- the University, as the awarding body, retains ultimate responsibility for the academic quality and academic standards of learning opportunities leading to awarding its qualifications;
- students can have a speedy as possible resolution of any complaint;
- Partner Institutions conduct complaints whenever possible;
- there is clear and collective understanding of the respective roles of the University and Partner Institutions.

### Contacts

The Directorate of Student Resolution and Student Protection is responsible for the operation and management of this Procedure. The team can be contacted by emailing: [casehandling@canterbury.ac.uk](mailto:casehandling@canterbury.ac.uk)

The Students' Union may provide support, advice, and advocacy for students making complaints about Canterbury Christ Church University services only (see 3.2). The Students' Union Advice Centre can be contacted by emailing: [advice@ccsu.co.uk](mailto:advice@ccsu.co.uk)

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## Complaints from CCCU Registered Students at Partner Institutions Procedure

### 1. Introduction

- 1.1 This Procedure sets out how the University and its Partner Institutions will handle concerns and complaints that a CCCU registered student may wish to pursue.
- 1.2 This Procedure aligns to the University's [Student Complaints Procedure](#), which comprises the following elements:
- Early Resolution
  - Stage 1 Formal Complaint
  - Stage 2 Complaint Review
- 1.3 The term 'Partner Institution' refers to another institution delivering, supporting or assessing educational provision which leads or contributes to academic credit or qualification by CCCU.
- 1.4 The term 'the University' refers to Canterbury Christ Church University.
- 1.5 The word 'student' includes students, learners, apprentices, and trainees.
- 1.6 The word 'registered' includes students that are studying on a course, including but not limited to higher or degree apprentices. The term 'registered' also includes students that are on an approved period of interruption, temporarily withdrawn, or temporarily suspended.
- 1.7 There may be instances where students engaged in activities related to their University experience are dissatisfied with some aspects of the activities they engage with. Should this occur, it is important that concerns are raised as quickly as possible.
- 1.8 The University is committed to providing all students with a high-quality education and student experience. It is recognised that there may be instances when it is considered by the student that the Partner Institution and/or the University has not provided the quality of education or level of service that is expected from the University.
- 1.9 Students can raise concerns or express dissatisfaction without risk of disadvantage or recrimination. The Students' Union may provide support, advice, and advocacy for students making complaints about Canterbury Christ Church University services only (see 3.2).
- 1.10 The University defines a Complaint as an expression of dissatisfaction by one or more students about the action or omission of the Partner Institution and/or the University's teaching-related or service-related provision. These Procedures do not include student conduct matters or academic appeal matters.
- 1.11 The University will process all information in accordance with its Privacy Notice and the principles of the General Data Protection Regulation (GDPR). Complaints will be handled with an appropriate

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level of confidentiality, with information released only to those who need it for the purposes of considering the matters raised or responding to the Complaint. No third party should be told any more about the complaint than is necessary to obtain the information required from them relevant to investigating the complaint made.

### 2. Applicability

- 2.1 Any CCCU student registered on a course at a Partner Institution, including higher or degree apprentices and those who are on approved periods of interruption, temporarily withdrawn, or temporarily suspended should follow this Procedure.
- 2.2 These Procedures do not apply to students at Partner Institutions who are not registered on a course of Canterbury Christ Church University. These Procedures do not apply to students who are studying and/or registered on an Award made jointly with another Awarding Body, including the Partner Institution.
- 2.3 Students are encouraged to raise concerns as soon as the action or omission occurs and no later than two months of the problem or issue occurring.

### 3. How to make a Complaint

- 3.1 Students studying at a Partner Institutions should submit a complaint to their Partner Institution in the first instance, using the Partner's Complaints Procedure. If the student raises the complaint with the University, unless paragraph 3.2 applies, the University will direct the student to the Partner Institution's Complaint Procedure.
- 3.2 Where the nature of the complaint relates to a service under the primary responsibility of the University, the student should raise it directly with the University by following the [Student Complaints Procedure](#).

Examples of services which are the primary responsibility of the University include:

<b>Administrative services</b>
• Certificates
• Email account issues (CCCU email account)
• Higher Education Achievement Records (HEARs)
• Marking / moderation administrative issues
• Registration processes (to CCCU)
• Results notification
• Student record issues
• Transcripts (including interim transcripts)
• Turnitin submission points
• VLE issues (where the VLE is CCCUs – Blackboard/Turnitin)

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Please note that this list is non-exhaustive.

The University will seek to resolve the complaint following the [Student Complaints Procedure](#).

- 3.3 If the student does not raise the complaint defined under 3.2 directly with CCCU but instead raises it with the Partner Institution, the Partner will refer the complaint to CCCU. The Partner will advise the student of the referral to the University and seek agreement, if necessary, to pass relevant information to the University.

The University will seek to resolve the complaint following the [Student Complaints Procedure](#).

- 3.4 Where the complaint relates to multiple matters under the control of both the University and the Partner Institution, the student should raise the complaint with the Partner Institution. The Partner Institution will handle the complaint in line with their Complaints Procedure and will consult with the University on the elements of the complaint which relate to the University's services.

### 4. Completion of the Complaints Process

- 4.1 As stated in 3.1, CCCU registered students studying at a Partner Institutions should submit a complaint to their Partner Institution in the first instance, using the Partner's Complaints Procedure.
- 4.2 The Partner Institution's Complaint Procedure should clearly state if they are a member of the Office of the Independent Adjudicator for Higher Education's scheme. The OIA is an independent body set up to review student complaints about HE providers in England and Wales.
- If it is not clear whether or not the Partner Institution is a member of the scheme, you can search the list of OIA members [here](#).
- 4.3 Once the student completes the internal Complaints Procedure of the Partner Institution, if the Partner is a member of the OIA scheme, the student will be issued with a Completion of Procedures (CoP) letter by the Partner Institution. This will explain how the student may take their complaint to the OIA within 12 months of the date of the CoP letter.
- 4.4 If the Partner Institution is not a member of the OIA Scheme, it will confirm to the student when their internal Complaints Procedure has been concluded and what the next steps are if they remain dissatisfied. The student may then submit the complaint to CCCU for a Review under Stage 2 of the University's Complaint Procedure.
- 4.4.1 Students who wish the University to consider their complaint under Stage 2 Complaint Review should submit the Stage 2 Complaint Review form within 10 working days of receiving the final outcome from the Partner Institution. The form is available under 'Forms' [here](#). They should follow the steps outlined in paragraphs 6.22 onwards in the [Student Complaints Procedure](#).

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4.4.2 The University will request the case file from the Partner Institution and will consider the complaint under Stage 2 Complaint Review of the [Student Complaints Procedure](#). The Review is not to reinvestigate the complaint itself but to address concerns about the decision.

4.4.3 The Stage 2 Complaint Review outcome is considered as the Completion of Procedures (CoP) letter. This represents the completion of the University's internal Complaints Procedure. If the student remains dissatisfied with the outcome, they may take their complaint to the OIA within 12 months of the date of the CoP letter.

4.5 Where the nature of the complaint related to a service under the primary responsibility of the University (paragraph 3.2 and 3.3), the complaint will be managed in line with the University's [Student Complaints Procedure](#). This includes the issuing of the Completion of Procedures letter at the end of Stage 2, which allows the student to take their complaint to the OIA if they remain dissatisfied.

## 5. Records, Monitoring and Confidentiality

5.1 The University is committed to continuous improvement and welcomes feedback on teaching and service provision.

5.2 The Directorate of Student Resolution and Student Protection monitors complaints (on an anonymised basis) to identify trends, areas of good practice and improvements to our practices.

5.3 The University will process all information in accordance with the Data Protection Act and UK General Data Protection Regulations (GDPR) 2018. Further information on how the University collects, processes and stores personal data is outlined in the University Privacy Policy. The Directorate will retain information related to any complaint matter in accordance with the Retention Schedule.

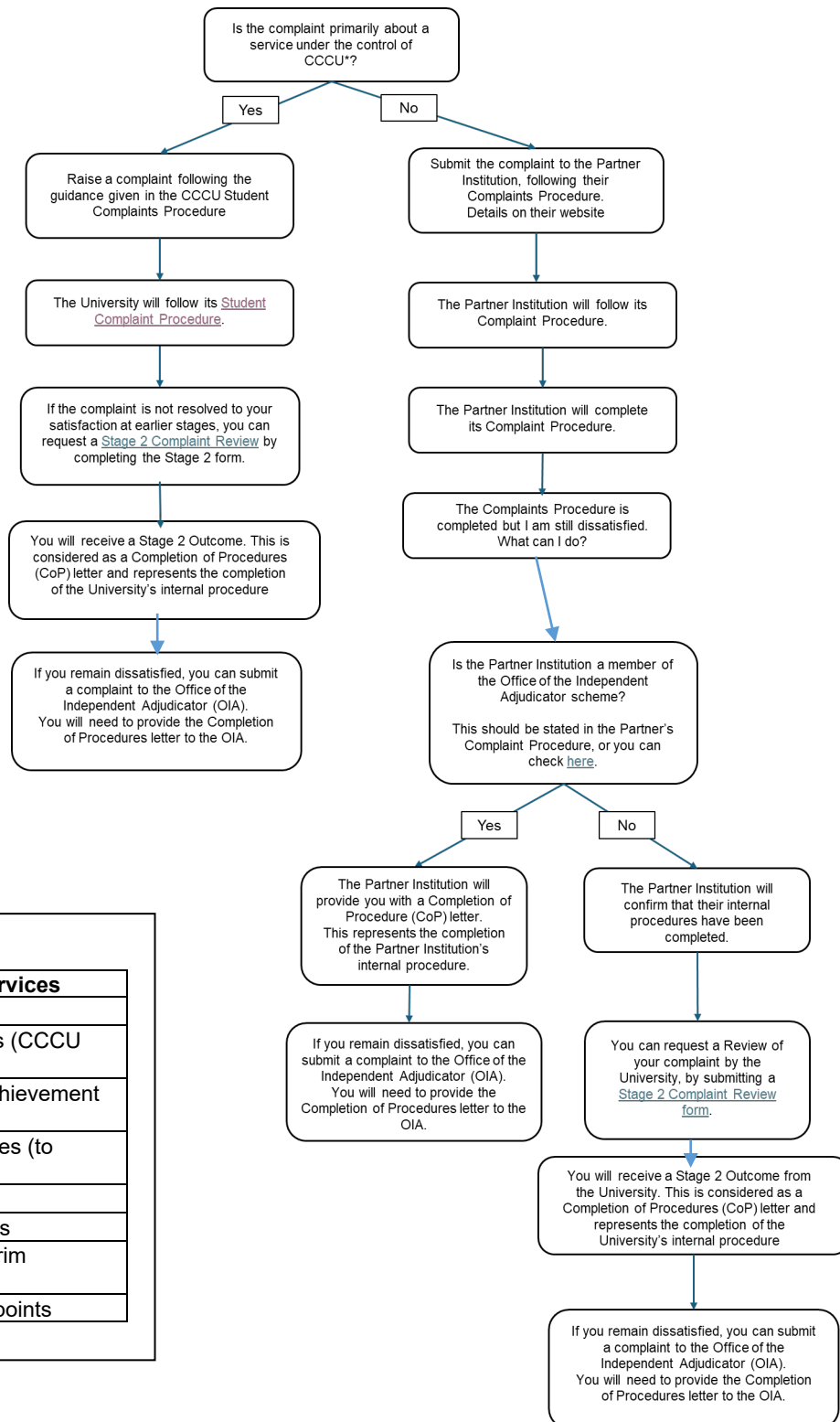
5.4 Partner Institutions are expected to record each complaint from CCCU registered students and retain a case file in line with agreed data retention schedules.

5.5 Partner Institutions will be expected to submit an annual report on complaints from CCCU registered students to the University at the close of each standard academic year.

5.6 The Senior Management Team and relevant committees are provided with anonymised data and reports concerning complaints considered with under this Procedure. This is in order to analyse trends and promote good practice.

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### 6. Flow Chart



\* Examples include:

Administrative services
• Certificates
• Email account issues (CCCU email account)
• Higher Education Achievement Records (HEARs)
• Registration processes (to CCCU)
• Results notification
• Student record issues
• Transcripts (inc. interim transcripts)
• Turnitin submission points

## Complaints from CCCU Registered Students at Partner Institutions Procedure

Document Information	Description of Document Information	
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<b>Department Owner</b>	Directorate of Student Resolution and Student Protection	
<b>Document Category</b>	<b>Academic</b>	Documents directly affecting research, assessment or teaching within the University
	<b>Administrative Practice</b>	Documents of an administrative or operational nature
	<b>Governance</b>	Documents relating to the governance of the University
	<b>Students</b>	Documents directly affecting student life at the University
<b>Document Owner</b>	Pro Vice-Chancellor (Education and Student Experience)	
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<b>Related University Policies</b>	<a href="#"><u>Student Refund and Compensation Policy</u></a> <a href="#"><u>Student Terms and Conditions</u></a>	
<b>Related University Procedures</b>	<a href="#"><u>Applicant Complaints and Appeals Procedure</u></a> <a href="#"><u>Student Complaints Procedure</u></a>	
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