

# Complaint Policy and Procedure

**Version V3.4**

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# Complaint Policy and Procedure

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## Purpose

The policy is intended to provide fair and prompt consideration to all UKCBC stakeholder complaints.

## 2. Definitions

### Abbreviations and Acronyms

UKCBC UK College of Business and Computing

## Terms

### Complaint

A complaint is defined as an expression of concern or dissatisfaction that requires a response or resolution. This may regard the experience through all the services of the college whether accessed by a member of public, employers, prospective students, current student, or alumni. It is a formal written request with details of the complaint explaining the issue with expected outcome.

### Discrimination

Any unjust or prejudicial treatment of different categories of learners, especially on the grounds of race, age, sex, or disability.

#### Types of Discrimination:

##### Direct discrimination

When a person treats another unfairly or less favourably than they would treat others because of the “protected characteristics”

##### Discrimination by association

Treating of a student less favourably because of his association with students who has the “protected characteristics”

##### Discrimination by perception

Treating a learner less favourably because a mistaken thought that the student has a “protective characteristics”

##### Discrimination arising from disability

Treating the learner less favourably because the learner’s disability

### Diversity

It is an act of including or involving people from a range of different social and ethnic backgrounds and of different genders, sexual orientations, etc.

### Equality:

An act where men and women of different religion, races and with other protected characteristics are treated fairly and have been afforded the same opportunities.

### Harassment

An act to purposely intimidate, degrade, or do offensive action towards another. It can be written words or abusive imagery or graffiti, physical gesture, facial expression, mimicry, jokes and or pranks.

### Stakeholder

In education, the term stakeholder typically refers to anyone who is invested in the welfare and success of a school and its students, including administrators, teachers, staff members, students, parents, families, community members, local business leaders, and elected officials such as school board members, city councillors, and state representatives.

### Protected characteristics

Are those characteristics which include age, gender, religious beliefs, civil status, disabilities, and race that makes a learner vulnerable to any unfavourable treatment.

### 3. Scope

This policy applies to:

- All students at UKCBC
- UKCBC Staff
- UKCBC Administration

The following are affected by this policy:

- All students at UKCBC
- Assessors
- Academic Dean
- Department Programme Leaders
- Student Services
- UKCBC Administration

The following must understand this policy:

- All students at UKCBC
- Assessors
- Academic Dean
- Department Programme Leaders
- Student Services
- UKCBC Administration

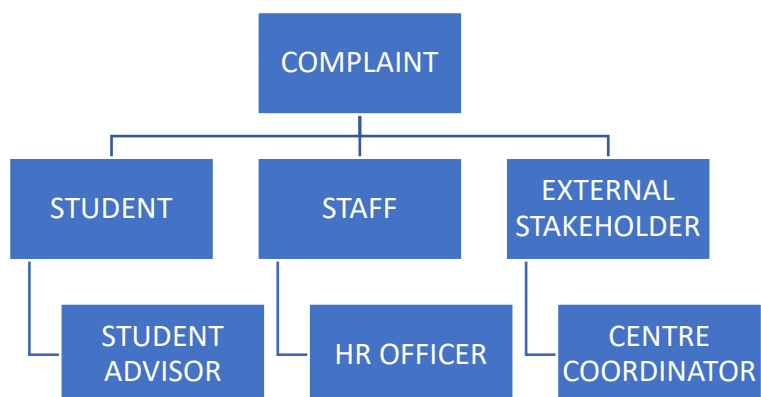
The CEO and /or the HR have the ultimate executive responsibility for the effective development and implementation of this policy .

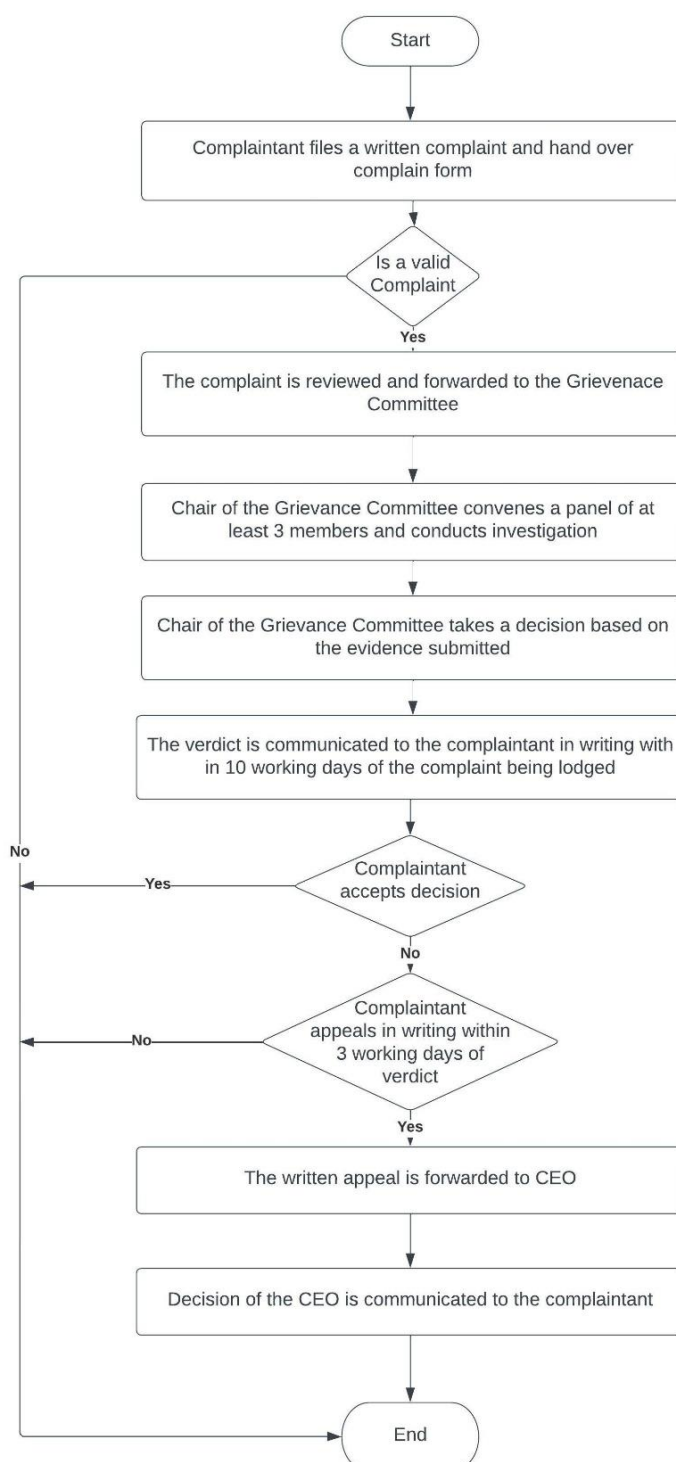
### 4. Policy Statement

UKCBC will ensure that:

- Provide a process for addressing and resolving students' complaints and grievances
- Inform all students about the complaint policy and procedures
- Deal with complaints quickly and efficiently avoiding the need for a formal written complaint wherever possible.
- Process all complaints fairly and in a timely manner
- Record and analyse all complaints

## 5. Process Flowchart





## 6. Procedure

All stakeholders are encouraged to raise concerns through the informal early resolution route in the first instance if possible. This can be directly with a member of staff or using the college uSupport system. This can be accessed through the eLearning platform and is monitored by members of staff to ensure comments, concerns or complaints are responded within the relevant department.

However, if this is not possible students must utilise the formal process commencing at stage A. If the outcome of a lower-level resolution or investigation remains unsatisfactory to the complainant, they may raise the concern to the next level within the process.

### **Informal - Early Resolution**

6.1 Concern/complaint is shared with the authorised person directly involved as early as possible (considered as “Day Zero”) based on the complainant.

- i. Student complaints are addressed by student advisor.
- ii. Staff complaints are addressed by HR officer.
- iii. External Stake holder complaints are addressed by centre coordinator.

6.2 The authorised person (Student Advisor /HR officer/ Centre coordinator) reviews concern within 5 working days from Day Zero. Further discussion with the complainant may be held within this period.

6.3 A decision relating to actions to address the complaint is agreed between the complainant and the authorised person within 5 working days from Day Zero.

6.4 Outline of the complaint and resolution provided needs to be recorded for monitoring.

### **Stage A: Formal Complaint**

6.5 The launched complaint is reviewed by the authorised person. He/she then forwards it to the Chair of the Grievance Committee for further action.

6.6 The chair of the grievance committee will appoint a panel of at least 3 members to undertake an investigation.

6.7 The investigation panel will invite the complainant and other parties to make representation as part of the investigation process.

6.8 At the conclusion of the investigation, the chair will take the decision and provide in writing the outcomes and any action required.

6.9 The decision is communicated to the Complainant within 10 working days of receiving the complaint. Additionally, the complainant will be informed that if he/she is not completely satisfied with the decision, then he/she may raise the issue the utilising Review/Formal Stage B process.

### **Stage B: Formal Complaint Review**

If the complainant is not satisfied with the decisions or actions, he/she can appeal for review.

6.10 A review of a concern/complaint request is submitted to the chair of grievance committee ~~Student Advisor~~ who then forwards the appeal to the CEO.

6.11 The CEO reviews the complains, actions proposed by the Grievance committee and any further evidence required to take a suitable decision and propose any further action. If required, the CEO will convene a panel for further investigation before taking a decision.

6.12 The decision taken by the CEO is communicated back to the complainant. The decision of the CEO is final.

Complaints will be considered in a fair, consistent, and timely manner. No student or stakeholder will be disadvantaged by raising a complaint in good faith.

All complaints will be dealt with by staff members not involved in the daily operation of the subject of complaint to mitigate against perceived bias and any potential conflicts of interest. Where this is not possible due to operational constraints, and with the complainant's agreement, other staff members will be co-opted for the purpose of the investigation.

All stakeholders must submit a complaint within 3 months of the incident to which the complaint relates. Complaints raised by a graduate student may be received up to 6 months following cessation of student enrolment, subject to the related incident occurring when the student was enrolled at UKCBC.

Where a complaint is presented which is found to be malicious or vexatious, the college reserves the right to take action against the individual as per the UAE laws. Vexatious activity may include continuous or regular false or inaccurate communications to damage the reputation of an individual or institution, or complaints without evidence of support.

## 7. Recording

All the records of the complaints are adequately and proportionately documented excluding the student information. Care should be taken to make sure that just the bare minimum of information is kept when it is impossible to record details about a complaint without identifying the student

### Learning

All comments, concerns and complaints are reviewed each semester, and investigated to inform improvements for the student experience.

### Accountability

Timely meetings are held to create awareness among staff regarding the procedure to handle complaints, whom to approach if they are unable to handle the issue, the level of responsibility they need to take while dealing with the complaint.

## 7. References

Title	Link
Equality and Diversity Policy and Procedure	
Academic Appeal Policy and Procedure	
Academic Integrity and Misconduct Policy and Procedure	
Learner & Staff Malpractice Policy & Procedure	
QAA Quality Code	Quality Code expectation B9

## 8. History of Versions

Version Number	Date	Link	Author	Comment or Reason for Modification
V3.3	Nov-2018		7-Nov-2021	Review and update
V3.4	Nov-2021		SV	Reviewed and updated in the new template.
V3.5	Aug-2022		RM, RSS	Review and updated per regulatory requirement