



# Empire College London

## Complaints Policy and Procedure

### What to Do If You Have a complaint

Empire College London (We/Us/Our) provide the opportunity for all its students to freely express their opinions on the issues related to their study and life in the College. To achieve this, We have adopted a complaint procedure for the fair investigation and resolution of student complaints when they are raised.

A complaint is an act of raising a concern or expressing dissatisfaction with a particular issue related to someone's actions or a situation in the College. Usually, complaints can be resolved at the initial stage via discussion with the management team.

No student will be disadvantaged by having raised a complaint, but We expect students to be reasonable and fair whilst raising a complaint.

If you have attempted to resolve the complaint via an initial discussion or meeting, and your complaint has not been resolved, the following formal steps should be followed.

We expect the complaints to be made to the attention of the College **within a reasonable time** of the complaint occurring.

#### **1. Complete a complaints form.**

Complaint forms are available at the College reception, or you can request one to be sent to you by email or post.

Once the form is completed, please send it to via email to: [administrator@ecl.ac](mailto:administrator@ecl.ac) or alternatively, you can send it to the postal address below:

Management Team  
Empire College London  
Forest House, 16-20 Clements Road, Ilford, Essex, IG1 1BA, UK.

When making a written complaint, it is helpful if you give as much information as possible and include steps that you have taken in pursuing your complaint. Mention any discussion(s) that you have already had about the matter, attach copies of any earlier correspondence and/or evidence in support of your complaint, and state clearly what remedy, if any, you are seeking. Please ensure to mention which campus you are studying at.

#### **2. Receipt of the complaints form**

We will contact you within two working days to confirm receipt of your complaint and inform you of the name of the member of staff assigned to deal with your complaint.



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We aim to complete Our investigation into your complaint within ten working days. If for any reason, the investigation is not completed within that time, We shall contact you to explain why and inform you of when We expect to complete Our investigation.

You may contact Us at any time to request an update and the status of your complaint.

### 3. The outcome of your complaint

After investigating the complaint, We shall provide you with a written response and ask you to confirm if you are satisfied with Our Response.

You must contact Us within ten days of receipt of the Response to state whether you are/are not satisfied with the Response.

If you state you are satisfied with the Response, We shall close your complaint.

If you are not satisfied with Our Response, We would ask that you set out clearly within ten days your reasons so that We may consider the same, and We will then issue a final response in writing, usually within ten working days.

If you remain unsatisfied with Our Final Response, you can forward your complaint to the Office of the Independent Adjudicator (OIA). More information can be found at <https://www.oiahe.org.uk/>

**Who is OIA?:** The Higher Education Act 2004 requires the appointment of an independent body to run a student complaints scheme in England and Wales, and the OIA was chosen to operate this scheme in 2005. Its role is to review individual complaints by students or former against higher education providers. It has no regulatory powers over providers and cannot punish or fine them.

The OIA will not review a complaint unless you have followed and exhausted Our complaints procedure.

Any complaint to the OIA must be made within 12 months of you receiving Our Final Response.

The OIA will review student complaints independently, impartially, and transparently.

The OIA can review complaints relating to anything raised against Us about what We have or have failed to do but will not review complaints:

- ❖ about something which has already been the subject of legal proceedings in a court or tribunal unless those proceedings have been put on hold;
- ❖ about something that has already been considered by another alternative dispute resolution body;



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- ❖ a complaint made by the personal representatives of a student who has died unless it has received the Complaint Form during the student's lifetime.

The OIA may decide not to review a complaint if it decides:

- ❖ that it is about something which does not affect the person making the complaint as a student.
- ❖ that the complaint has no serious purpose, or is intended to cause disruption or annoyance, or if the student is seeking an unreasonable remedy.
- ❖ that to do so would seriously damage its ability to run its processes effectively.

More detail on the OIA Scheme Rules can be found at

<https://www.oiahe.org.uk/about-us/our-scheme/our-rules/>

## **Monitoring and Reporting of Complaints**

Our management team will oversee the tracking and monitoring of complaints that progress through the procedure. All complaints will be held on record by Us for 12 months from the date of closure of the complaint and are strictly confidential.