

Brunel University London Pathway College Student Complaints and Academic Appeals Procedure

1 What is a student complaint?

Student Complaints

Brunel University London Pathway College will consider informal complaints raised by one or a group of students under the Navitas UPE Student Complaints policy NPR10a. This policy covers complaints relating to Student and Academic Services, Admissions, Teaching, Accommodation, Fees/Charges and College facilities.

<https://www.pathway.brunel.ac.uk/StudentComplaints>

Complaints about staff and student behaviour may fall under other policies such as Bullying and Harassment, Student Discipline or Fitness to Study. If you are unsure and would like further information and guidance please contact the Student Services Team at the following address:

studentservices@pathway.brunel.ac.uk or telephone: P: + 44 (0) 1895 267435

What is an academic appeal?

Academic Appeals

If you would like to make a complaint about an academic decision made by a board of examiners, you will need to make an academic appeal. Full information is available in Brunel University London's, Senate Regulations 12.

<https://www.brunel.ac.uk/about/documents/pdf/Senate-Regulation-12-2019-02->

3 How do I make a complaint or academic appeal?

The Process

Both the complaints and academic appeals policies describe the processes that apply within the College and Brunel University London. In the first instance, you should try to resolve the matter with the person or body responsible. This may not be possible, in which case you should follow the policies provided.

4 What happens if my complaint is not upheld?

Review

If you are dissatisfied with the response to your informal complaint, you may wish to follow the formal process via the Brunel University London Student Complaints Procedure.

Information about the procedure is available via the below link;

<https://www.brunel.ac.uk/about/quality-assurance/documents/pdf/student-complaints-procedure.pdf>

6 What if the review of my complaint or appeal is not upheld?

Office of the Independent Adjudicator

The Office of the Independent Adjudicator for Higher Education (OIA) runs an independent scheme to review student complaints. Brunel University London Pathway College is a member of this scheme. If you are unhappy with the outcome you may be able to ask the OIA to review your complaint or appeal. You can find more information about making a complaint to the OIA, what it can and can't look at and what it can do to put things right here:

<https://www.oiahe.org.uk/students>

You normally need to have completed the Academic Appeals or Complaints procedure before you complain to the OIA. The College/Brunel University London will send you a letter called a "Completion of Procedures Letter" when you have reached the end of our processes and there are no further steps you can take internally. If your *complaint or appeal* is not upheld, Navitas will issue you with a Completion of Procedures Letter automatically. If your *complaint or appeal* is upheld or partly upheld you can ask for a Completion of Procedures Letter if you want one. You can find more information about Completion of Procedures Letters and when you should expect to receive one here:

<https://www.oiahe.org.uk/providers/completion-of-procedures-letters>