

MAKING A COMPLAINT

A. Making a Complaint against All Nations Christian College

1. You should initially direct your complaint to All Nations, using our own [Complaints Policy](#) or, depending on the nature of your complaint, one of our other specific complaints policies (e.g. [Academic Appeals Policy](#), [Student Disciplinary Policy](#), [Bullying, Harassment and Sexual Misconduct Policy](#), [Safeguarding Policy](#)).
2. If you are dissatisfied with the outcome of the College internal complaints' procedure, the relevant policy will outline the College internal appeals process and how to request a review of the decision reached. This could be through an appeal to [The Open University](#), and/or [The Office of the Independent Adjudicator](#), and/or [The Office for Students](#) (see below). NB External bodies will usually expect you to exhaust the College's internal procedures before contacting them.

B. Complaining that All Nations is not meeting its registration requirements

1. The Office for Students (OfS) is the regulatory body for universities and colleges which are registered with them. All Nations is obliged to meet OfS registration requirements. If students, staff or members of the public believe that we are not meeting these requirements, they can send the OfS a notification.
2. To find out more about the registration requirements and how to send a notification to the OfS, see [here](#). It also explains the difference between a notification (concern that All Nations is not fulfilling the terms of its registration) and a complaint (dissatisfaction with a service All Nations provided or failed to provide).
3. This [link](#) explains the various agencies to whom you can direct a complaint and the order which you should follow, which is listed above.