



COMPLAINTS POLICY AND PROCEDURE 2021-22

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COMPLAINTS POLICY AND PROCEDURE		
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Summary/Description:		
<p>This document defines the process students can use to appeal when they feel the assessment procedure which has been applied to their work for any of The Open University Validated Awards at All Nations Christian College, has been unfair.</p> <p>This document was formerly the Grievances for Non-Academic Issues Policy and Procedure document. Although paragraphs may have been rephrased, no alterations have been made to the policy and procedures of the previous version.</p> <p>Feb 2022: Amended <i>Roles Responsibilities, Policy Approval and Review</i> section to bring it into line with all other College policies</p>		

ALL NATIONS CHRISTIAN COLLEGE

To train and equip men and women for effective participation in God's mission to His multicultural world.

COMPLAINTS POLICY AND PROCEDURE

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2 AIM

All Nations Christian College would like you to have a positive experience in your dealings with us. However, we understand that we do not always get everything right. Should you be unsatisfied with the way you have been treated, you may wish to make a complaint. The majority of such concerns can usually be dealt with informally through discussion, but if your concerns cannot be addressed informally, this policy and procedure will enable you to make a formal complaint or appeal.

3 WHICH POLICY SHOULD YOU FOLLOW?

- i. This is the policy and procedure you should follow if you wish to express your dissatisfaction with either the service we have provided or the lack of a service, about which an individual is unhappy and seeks action by the College. It must relate to services that you were led to believe would be provided.
- ii. The College [Academic Appeals Policy and Procedure](#) should be followed if you wish to a request a review of a decision taken by an academic body (i.e. tutor, moderator or Examination Board) charged with making decisions about student admissions, progression, assessment and awards. However, such a review may not question the academic judgement of academic staff.
- iii. A complaint concerning unreasonable delay in returning work would be dealt with by the Complaints Procedure and not the Appeals Procedure since the complaint concerns dissatisfaction with the administration service rather than any academic decision.
- iv. A **review** is a request for the decision to your complaint or your appeal to be reviewed. Therefore, the Complaints Policy and the Academic Appeals Policy both contain procedures for requesting a review of the decision reached by those considering your complaint or appeal.
- v. In all of the above situations, you must have **reasonable grounds** for making a complaint or appealing a decision or asking for a review of a decision. This document will explain what those grounds are.

4 LEGISLATIVE FRAMEWORK

The College will comply with the Equal Opportunities Act 2010 and the Data Protection Act 2018 when dealing with complaints and appeals in addition to its own and The Open University's rules and regulations, where applicable. Complaints also comply with the Consumer Protection Act 2015. This document has also been written in compliance with The Good Practice Framework: Handling Student Complaints and Academic Appeals by the Office of the Independent Adjudicator.

5 DEFINITION

For the purposes of this document, a complaint is an expression of dissatisfaction by one or more people about the action or lack of action by All Nations Christian College, or about the service provided by or on our behalf, about which an individual is unhappy and seeks action by the College. Examples of complaints include:

- Failure by the College to meet obligations including those outlined in any of the College Handbooks or Policies and Procedures or a Bookings agreement.
- Misleading or incorrect information in prospectuses or promotional material and other information provided by the College.
- Concerns about the delivery of a programme, teaching or administration or other service.
- Poor quality of facilities, learning resources or services provided directly by the College.
- Complaints involving others providing a service on behalf of the College.

6 SCOPE

- 6.1 Complaints can be made by anyone who is dissatisfied with a service or lack of a service they could reasonably expect to have received from the College.
- 6.2 Staff members should follow the **Grievance Policy and Procedure** in the Staff Handbook.
- 6.3 The term 'student' refers to students who have registered on their course. It also includes those who have recently left, although former students will only usually be able to raise issues of complaint within 30 calendar days of being informed of their final award.
- 6.4 Students will usually submit a complaint themselves. However, should they wish, provision has been made for students to be accompanied by or represented at any investigation interview by a supportive friend (See clause 3 of the Policy above)
- 6.5 Group complaints are permissible where the issue raised affects a number of people. In such circumstances, in order to manage the progression of the complaint, we ask the group to nominate one person to act as a group representative; this person may also be supported by one other person.
- 6.6 Anonymous disclosures are not encouraged but will be investigated at the discretion of the officer to whom the disclosure is made, having regard to the seriousness of the allegation.

7 COMPLAINT POLICY PRINCIPLES

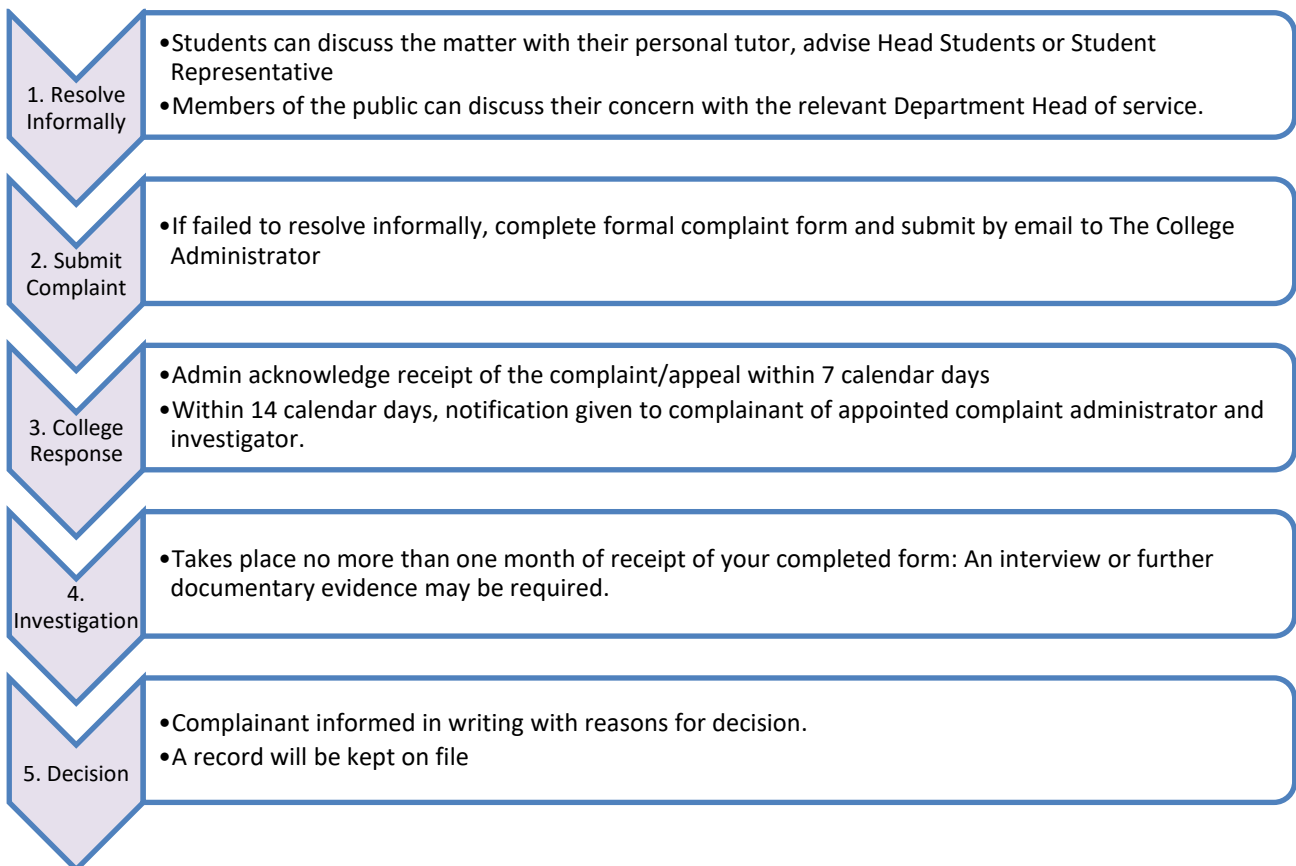
The guiding principles of all the College complaints appeals and review procedures are as follows:

- i. Any person dissatisfied with College services should be encouraged to make this known at the place and time of their dissatisfaction to the person directly involved.
- ii. The first person to be advised of the complaint should, if appropriate, aim to resolve the difficulty, ensuring that the relevant College policies and procedures are followed. If it is not appropriate for the member of staff to deal with the complaint, it should be referred as soon as possible to the appropriate person, usually a Programme Leader, Manager or an Administrator.

- iii. We aim to respond to any enquiry or complaint confidentially, fairly and promptly and in accordance with the College's [Equality and Diversity Policy](#). Staff aim to be courteous to the complainant, responding positively and, wherever possible, offering constructive solutions.
- iv. All complaints will be managed in a sensitive way and with due regard to data protection legislation and the College [Data Protection Policy](#). Whilst it is understood that complainants may wish some evidence (e.g. a witness statement or medical evidence) to remain confidential, this may not always be possible without hampering a thorough investigation of the facts. In these circumstances therefore the college will discuss with the complainant the best way to approach the submission of evidence before releasing all or some of the evidence to the investigating officer or any others involved in the investigation.
- v. Parties to an investigation will be offered support by the College pastoral team. Parties may also choose to be accompanied by or represented at any meetings by a supportive friend. This must be someone independent of the circumstances that gave rise to the meeting and therefore not be the person offering them pastoral support through the process.
- vi. Informal complaints will be acknowledged within 7 calendar days and investigated, wherever possible within 14 calendar days of receiving all the relevant information and the Principal/CEO Officer notified.
- vii. Formal written complaints should be recorded, acknowledged within 7 calendar days and investigated, wherever possible, within 30 calendar days of receiving all the relevant information, and the Principal/CEO notified. The complainant will be informed in the event of any unavoidable delay and its reason given, for example staff unavailability.
- viii. Formal written reviews, should be recorded, acknowledged within 7 calendar days and investigated, wherever possible, within 30 calendar days of receiving all the relevant information and the Principal/CEO notified. The complainant will be informed in the event of any unavoidable delay and its reason given.
- ix. The processing of the formal complaint and any review should take no longer than 90 calendar days. This requires the student to meet any College deadlines for the submission of material. If there are good reasons for extending the timeframe, the complainant will be notified of any delays and regularly informed of progress and the complainant shall similarly notify the College.
- x. Complaints involving more than one issue may, in some cases, require the resolution of one complaint/appeal before dealing with another. This may necessitate having a discussion with the complainant regarding the best way to resolve the whole situation satisfactorily.
- xi. Group complaints are permissible where the issue raised affects a number of students. In such circumstances, in order to manage the progression of the complaint, we ask the group to nominate one student to act as a group representative; this student may also be supported by one other person.
- xii. Only in very exceptional circumstances, and only when compelling evidence has been produced to back up the complaint, will the College investigate an anonymous complaint. However this would not be the normal practice. Anonymous complainants must be aware that raising a concern anonymously could, in most cases, impede the investigation and communication of the outcome.
- xiii. The complainant will always be informed of the outcome of an investigation or appeal in writing and with reasons given for the decision which has been reached. The complainant will be informed at the same time of any further appeal processes which may still be available to them.
- xiv. Any review will be heard by someone who was not involved in the original investigation and will occur according to the timescales given. You will be informed in the event that there is going to be any unavoidable delay.

- xv. A formal detailed record will be kept of all formal investigations, appeals or reviews.
- xvi. No-one will be disadvantaged by making a complaint.
- xvii. The complaint may be withdrawn without prejudice at any time during the process. (The College must be informed in writing. Any decision made by the College at the previous stage in the procedure will then be upheld and become the final outcome.)
- xviii. The College will not investigate any formal complaint, review or appeal which it considers to be frivolous or vexatious. The Principal, in consultation with other members of the SLT, has the responsibility for making this determination.
- xix. All Complaints procedures should be available to all, monitored regularly, and reviewed and evaluated periodically.

8 STEP BY STEP GUIDE TO MAKING A COMPLAINT



1) Resolve the Issue Informally

- i. Whatever your complaint, we would urge you first to always stop and pray about the situation and your response. The next step, where appropriate, is to speak informally with the person(s) most concerned. In this way misunderstandings can be clarified and errors hopefully resolved to everyone's mutual satisfaction, with no further action being necessary.
- ii. Students may wish to consult their personal tutor or the Head Students about a grievance. The Head students meet weekly with the Principal/CEO and Facilities Manager specifically for information exchange and to air student issues. Each level of study also has a student representative who meets termly with various College Academic and Quality Assurance Boards to represent student's views about the programmes and/or programme delivery.

- iii. Members of the public should discuss their dissatisfaction with the department head of the service they have been using or trying to use (e.g. Librarian, Conference Manager, Facilities Manager).

2) **Check This is the Correct Procedure to Use**

- i. If you have tried the above approaches but are still unhappy, the next step is to check that this is the correct procedure to use for your complaint.
- ii. If your complaint is about a decision taken by an academic body (i.e. tutor, moderator or Examination Board) charged with making decisions about student admissions, progression, assessment and awards) you should use the Appeals procedure (see section 2 below).
- iii. If you are a member of staff or a student and your concern relates to a conflict between you and another member of staff or a student, please see the [Conduct, Conflict and Student Disciplinary Policy and Procedure](#).

3) **Submit Your Formal Complaint**

- i. To make a formal complaint or appeal you must complete the **formal complaint form**, which can be found as appendices to this document.
- ii. If it is a group complaint, nominate one of the group to make the complaint on the group's behalf.
- iii. Please express your concerns clearly and succinctly and provide evidence to substantiate the issues raised wherever possible. Such evidence may include independent medical evidence, reports by professionals, financial information or witness statements.
- iv. The completed and **signed** form, together with all your supporting evidence (paper or electronic copies are acceptable, should be given to the College Administrator, who can be contacted by Reception or by email at info@allnations.ac.uk.
- v. All complaints will be managed in a confidential and sensitive way. Whilst it is understood that you may wish some evidence (e.g. a witness statement or medical evidence) to remain confidential, this may not always be possible without hampering a thorough investigation of the facts. In these circumstances therefore the College will discuss with you the best way to approach the submission of evidence before releasing all or some of the evidence to the investigating officer or any others involved in the investigation.
- vi. If a complaint involves more than one issue which do not fall neatly into one category of complaint/appeal, the College will discuss with you the best way to proceed in order to resolve all the issues as quickly and fairly as possible. This may, in some cases, involve resolving one complaint before dealing with another.

4) **The College's Response**

- i. The relevant Administrator will within 7 calendar days acknowledge receipt of the complaint/appeal and the Principal/CEO or his nominee notified.
- ii. You will be notified, in no longer than 14 calendar days, of the names of the persons who have been appointed as complaint administrator (if appropriate) and investigator. They will also confirm which complaints procedure is going to be followed.
- iii. The investigator will usually be someone who is independent of the circumstances which gave rise to the complaint e.g. a member of the Senior Leadership Team.
- iv. In rare circumstances, e.g. when there are no independent staff in the College who were not involved in the original circumstances which gave rise to the complaint, the College

will seek to find someone else to carry out the investigation, for example an External Member of one of the College Boards.

5) The Investigation

- i. If a complaint involves more than one issue which do not fall neatly into one category of complaint/appeal, the College will discuss with you the best way to proceed in order to resolve all the issues as quickly and fairly as possible. This may, in some cases, involve resolving one complaint before dealing with another.
- ii. The investigation should last no longer than one calendar month. You will be kept informed at all stages of the progress of the investigation by the complaints administrator or person leading the investigation. NB If you are late in responding to a request for further information this may cause a delay.
- iii. All complaints will be managed in a confidential and sensitive way. Whilst it is understood that you may wish some evidence (e.g. a witness statement or medical evidence) to remain confidential, this may not always be possible without hampering a thorough investigation of the facts. In these circumstances therefore the College will discuss with the student the best way to approach the submission of evidence before releasing all or some of the evidence to the investigating officer or any others involved in the investigation.
- iv. If the investigator feels it would be helpful, an interview may be arranged with you or other parties involved in the complaint to, for example, clarify facts or share information before reaching a conclusion. You may be accompanied by or represented at this meeting by a supportive friend (see clause 3 of the Policy Principles above). Minutes will be taken at such a meeting.
- v. This meeting may result in further documentary evidence needing to be accessed or reviewed before a final decision can be reached.

6) The Decision

- i. You will be informed of the outcome of the investigation in writing, and with reasons given, within seven working days of the judgement. You will also be informed at the same time whether you have any grounds for an appeal, and the options open to you.
- ii. A record of any complaint and the resolution will be maintained in the complainant's file if they are a member of the College community and by the Facilities Manager if by a visitor to the College.

9 STEP BY STEP GUIDE TO APPEALING AGAINST THE DECISION

1) Check you have Valid Grounds to Appeal

- i. The only grounds for requesting a review of the decision is:
 - if you were treated unfairly/impartially, or
 - if you have material information you were unable or, with valid reason, unwilling to divulge to the original investigator when it made its decision. A simple disagreement with the outcome is not sufficient grounds.

2) Submit Your Formal Request for a Review

- i. It will usually only be possible to appeal against the College's final decision if the College has either not followed its own procedures properly or it has not dealt with your complaint fairly.

- ii. To request a review, you must:
 - Submit a signed and completed **Formal Review** form to the College Administrator within 14 calendar days of receiving the judgement of the complaint. This form is attached as an appendix to this document. This will be acknowledged within 7 calendar days.
 - Provide any additional supporting evidence with, where appropriate, an explanation of why this was not submitted with the original complaint. Without a reasonable explanation, further evidence will not be accepted.
- iii. The review/appeal will be heard by someone who was not involved in the original investigation and will occur within one calendar month of receipt of your completed form and supporting evidence. You will be informed in the event that there is going to be any unavoidable delay, with reasons given.
- iv. You will be informed of the outcome of the appeal in writing, and with the reasons given within seven working days of the judgement. You will also be informed of any further appeal process which may still be available to you.

3) **Further Appeal Possibilities**

- i. The resolution of your review/appeal will include any options you may have of escalating your concern to another body.
- ii. Once the College's processes have been exhausted, the College can issue you with an outcome letter. If you are still not satisfied you can contact The Open University for the next and final step of the internal process (see section 4i below).
- iii. Following investigation The OU will issue a Completion of Procedures letter to the student. Only when The OU has issued a CoP letter can you (if still dissatisfied) go to the Office of the Independent Adjudicator (OIA) (see section 4ii below).
- iv. We advise members of the public to contact Citizen's Advice who should be able to recommend the most suitable course of action open to you after you have exhausted the College complaints procedures.

4) **Appealing to External Bodies**

i. **Appealing to The Open University:**

The Open University accredits our institution and validates our undergraduate and postgraduate programmes. Please see The Open University's current Handbook for Validated Awards: Appendix 3: Appeals and Complaints to find out the timescales, admissible grounds and procedures for appealing to them after you have concluded our internal complaints and review procedures.

Or contact them:

- By writing to The Director, Open University Validation Partnerships, The Open University, Walton Hall, Milton Keynes, MK7 6AA U.K.
- By email to: OUVP_Director@open.ac.uk
- By phone: 01908 332840

ii. **Appealing to The Office of The Independent Adjudicator:**

- The Office of the Independent Adjudicator (OIA) was set up under the Higher Education Act 2004 to provide 'an independent student complaints scheme'. All

Higher Education Institutions in England and Wales are required to comply with the scheme, which is free to students.

- The OIA can only consider unresolved complaints from students **after** the College's and the OU's own complaints and appeals procedures has been concluded and you have been given a Completion of Procedures letter by The Open University (see the previous paragraph 9.3) iii above).
- Full details on the OIA scheme can be found at: www.oiahe.org.uk.

10 RESPONSIBILITIES, POLICY APPROVAL AND REVIEW

- i. The **Board of Trustees** have legal oversight and responsibility for all College policies, providing leadership and active support for them and are responsible for:
 - Ensuring a legally compliant and fit for purpose complaints policy is in place and approved by them.
 - Ensuring satisfactory arrangements are made for its effective implementation, including the provision of resources.
 - Ensuring the Senior Leadership Team monitors, evaluates and periodically reviews this policy and recommends any changes firstly to the Governance Committee and then the Board of Trustees for approval.
 - Ensuring complaints and appeals brought under the terms of this policy are managed satisfactorily by the Senior Leadership Team.
 - Hearing appeals
 - Ensuring decision making complies with all relevant legislation and regulatory bodies.
 - Ensuring they receive details from the Senior Leadership Team of formal complaints and outcomes of cases where a significant impact on someone has occurred or lessons need to be learned; also of a serious incident or of one which could be of reputational risk to the College which should be reported to either the Office for Students and/or the Charity Commission.
- ii. The **Principal/CEO and Senior Leadership Team** are responsible for:
 - The implementation and management of this policy, ensuring that procedures are implemented consistently and with clear lines of authority and actively and visibly leading the College's complaints policy and practice.
 - Ensuring this policy is continually improved in consultation with students and staff.
 - Monitoring, evaluating and periodically reviewing this policy and for obtaining approval from the Governance Committee and the Board of Trustees for any changes made.
 - The management of complaints.
 - Ensuring decision making complies with all relevant regulatory bodies.
 - Reporting details to the Board of Trustees of reported incidents of outcomes of cases (particularly where significant impact on someone has occurred or lessons need to be learned), or of a serious incident or of one which could be of reputational risk to the College.
- iii. **Principal/CEO and Senior Leadership Team, and all department heads** are responsible for ensuring that the principles of this policy are implemented through:
 - encouraging good communications between students, staff and students and staff;
 - exploring what can be learned from complaints when they occur;
 - allocating an investigator when a complaint has been received who will manage the complaint and ensure any subsequent appeal is dealt with according to the procedures in this policy.
- iv. Through their ongoing regular meetings, the **Head Students** and the **Principal/CEO** are responsible for using this meeting to raise and resolve issues of concern.
- v. **Any person or organisation covered by the scope of this policy** are responsible for:
 - familiarising themselves with this policy on appointment/at induction/orientation or if they feel they have grounds for making a complaint;

- demonstrating active commitment to this policy by:
 - treating others with dignity and respect;
 - providing accurate information, as far as possible at all times;
 - rectifying errors should they occur;
 - supporting anyone who feels they are disappointed by the College's treatment of them, including supporting them to make a formal complaint if appropriate;
 - , if **involved in a complaint**, whether those making a complaint or those receiving one, according to the terms of this policy, are responsible for:
 - ensuring they present their case with integrity and in a timely fashion and/or
 - ensuring they comply with any investigation and the procedures in this policy.
- vi. The College entrusts all individuals across the institution to take a pro-active role in improving the College's complaints policy and practice.
- vii. **College Administrators** have a responsibility for managing the administration of the complaints and appeals process.

11 POLICY COMMUNICATION

- i. This document can be found in the student area on the College VLE and on the College website: www.allnations.ac.uk .
- ii. The College Administrator will make every effort to respond to any request to provide this policy in a different format. Such requests should be sent to info@allnations.ac.uk
- iii. This policy will be included in staff and student induction.

12 RELATED DOCUMENTS

This policy has been developed in accordance with the following regulations, policies and procedures. This list is not exhaustive:

- All Nations Christian College Undergraduate Handbook
- All Nations Christian College Postgraduate Handbook
- All Nations Christian College [Admissions Policy](#)
- All Nations Christian College [Moderation Policy](#)
- All Nations [Equality and Diversity Policy](#)
- All Nations Christian College [Data Protection Policy](#)
- QAA UK Quality Code for Higher Education
- Open University Handbook for Validated Awards

13 APPENDICES: Complaints and Review Forms

APPENDIX 1:

FORMAL COMPLAINT FORM			
Student Name:		Student Number:	
Preferred email contact details: If this is a complaint made by a group of students, please give the email details of <u>one</u> nominated point of contact.			
Do you have a disability or specific learning difficult you would like us to be aware of when considering your appeal?		Yes/No (circle). If yes, please give details of adjustments that will assist you.	
Course:		Level:	
Complaint relates to:	<input type="checkbox"/> Failure by the College to meet obligations including those outlined in any of the College Handbooks or Policies and Procedures or a Bookings agreement. <input type="checkbox"/> Misleading or incorrect information in prospectuses or promotional material and other information provided by the College. <input type="checkbox"/> Concerns about the delivery of a programme, teaching or administration or other service. <input type="checkbox"/> Poor quality of facilities, learning resources or services provided directly by the College. <input type="checkbox"/> Complaints involving others providing a service on behalf of the College. <input type="checkbox"/> Conduct of a College staff member <input type="checkbox"/> Conduct of a College student <input type="checkbox"/> Other (please state)		
Informal Complaint: Have you raised the concerns informally in the first instance? If yes, please say who with and when:	Yes/No (circle) When and with whom (if applicable)		
Have you also submitted any other complaint or appeal at the same time as this complaint?	Yes/No (circle) When and with whom (if applicable)		
Brief outline of the complaint: Outline a factual statement of the circumstances of the complaint. Be specific, regarding Who? What? When? And Where?			

List any documents you are attaching to support your complaint e.g. medical or financial evidence, witness statement, etc.			
What are you looking for as an outcome (remedy)? (A requested remedy will be considered but cannot be guaranteed.)			
Do you have any suggestions for change so that this situation could be avoided in the future?			Yes please
			No thanks
Do you have anyone to support you with this complaint? Please speak with your personal tutor or a friend/other staff member about this so that they can support you.			
Signed (Student)		Date:	

NEXT STEP

1. Have you completed all sections of this form?
2. Have you included all supporting documents (if appropriate)?
3. Have you checked this policy to check you have the grounds and are within the time limits for making this complaint?
4. You should pass this completed and signed form on to either the Recruitment and Training Administrator of the relevant Programme or the College Administrator.

APPENDIX 2:

FORMAL REVIEW FORM			
Student Name		Student No.	
Preferred email contact details: If this is a complaint made by a group of students, please give the email details of <u>one</u> nominated point of contact.			
Do you have a disability or specific learning difficulty you would like us to be aware of when considering your appeal?		Yes/No (circle). If yes, please give detail of adjustments that will assist you.	
Course:		Level	
Appeal relates to:	(State the decision about which you are seeking a review and/or the policy which was used in any original investigation)		
Informal Appeal: Have you raised the concerns informally in the first instance? If yes , please say who with and when:	Yes/No (circle) When and with whom (if applicable)		
I am making this Appeal/ Review based on the following grounds: (tick the relevant box(es) only if they are listed as permissible grounds in the appeals section of the relevant College policy)		I offer the following information in support of the ground(s) selected (complete the relevant box(es) below):	
<input type="checkbox"/> 1. The College Procedure was not followed correctly.		(You need to state clearly which parts of the procedure used in the original investigation was not followed correctly.)	
<input type="checkbox"/> 2. You have new material evidence that you were unable to provide earlier. (By material evidence, we mean information that might have the potential to change a decision, although this cannot be guaranteed.)		(State the evidence and explain why this information was not given to the College at the correct time.)	

Optional: Additional information offered for consideration:			
Where New Evidence is available (ground 3), list attachments if applicable:			
Do you have anyone to support you with this complaint? Please speak with your personal tutor or a friend/other staff member about this so that they can support you.			
Signed (Student)		Date:	

1. Have you completed all sections of this form?
2. Have you included all supporting documents (if appropriate)?
3. Have you checked this policy to check you have the grounds and are within the time limits for requesting this review?
4. You should pass this completed and signed form on to either the Recruitment and Training Administrator of the relevant Programme or the College Administrator.

APPENDIX 4:

Outcome Letter Template

Dear [*Name of complainant*],

Complaint/Appeal Outcome

This letter confirms that All Nations Christian College has completed its internal investigation into your complaint/appeal regarding: [*please describe*]

OR

This letter confirms that All Nations Christian College has completed its internal investigation into your appeal against the decision of [*which body*] to [*please describe*]:

The issues that you raised in your *complaint / appeal etc** were [*details*]

The issue(s) that were considered in relation to your *complaint / appeal etc was / were**: [*brief summary of the complaint etc*].

The procedures / regulations applied were*: [*name of policy and procedure documents*].

The final decision of the College is [*detail*] because [*reasons*].

Appeal Options:

The Open University accredits our institution and validates our undergraduate and postgraduate programmes. If you are dissatisfied with the outcome you may be able to apply for a review of *your complaint / appeal etc.*, by contacting The OU for the next and final step of the internal process, using any of the following methods:

- By writing to The Director, Open University Validation Partnerships, The Open University, Walton Hall, Milton Keynes, MK7 6AA U.K.
- By email to: OUVV_Director@open.ac.uk
- By phone: 01908 332840

Following investigation, The OU will issue you with a Completion of Procedures (CoP) letter.

Only when The OU has issued a CoP letter can you (if still dissatisfied) go to the Office of the Independent Adjudicator (OIA). The OIA was set up under the Higher Education Act 2004 to provide 'an independent student complaints scheme'. This scheme is free to students.

Any complaint made to the OIA can only be made:

- If your complaint is eligible under its rules
- Usually, only if has first been dealt with through the College and The OU's internal procedures and not until after their completion.
- If it is received by the OIA within 12 months of the date of your CoP letter from The Open University.

Yours sincerely,

[Authorised signatory]