

MAKING A COMPLAINT

A. Making a Complaint against All Nations Christian College

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](#)). If in doubt which policy to use please contact the Compliance Training Administrator at cta@allnations.ac.uk who would be happy to advise you.

B. Appealing against or requesting a review of a decision

- 1 The resolution of your appeal will include any options you may have of escalating your concern to another body.
- 2 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](#). If you are not registered with The Open University, you are not eligible to escalate your complaint to them. In this case, on completion of our internal processes, we will give you a Completion of Procedures Letter which will permit you to complain to the OIA (see below). They will not hear a complaint until you have exhausted the College's appeals/complaints procedures.
- 3 **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 332840Following 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).

- 4 **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 appeals from students **after** the College's and The OU's own complaints and appeals procedures have been concluded and you have been given a Completion of Procedures letter by The Open University (see the previous paragraph 12.3 above).

The OIA will not usually consider appeals about decisions regarding admissions.

Full details on the OIA scheme can be found at: www.oiahe.org.uk.

C. 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](#).
3. This [link](#) 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).
4. This [link](#) explains the various agencies to whom you can direct a complaint and the order which you should follow, which is listed above.