



Student Complaints Procedure

Contents

A. Introduction	1
B. Definition and Key Points.....	2
C. Underlying Principles	5
D. Complaint Process.....	7
Stage 1: Informal Early Resolution	7
Stage 2: Formal Investigation	8
Stage 3: Formal Review	10
E. External Review	11
Student Complaints Procedure Flowchart.....	13

A. Introduction

1. The Arts Educational Schools (ArtsEd) welcomes the views of its students and is committed to providing a high-quality experience for each student. We recognise however that there may be occasions when a student is dissatisfied with an aspect of their experience at the Institution. As such, we encourage students to inform us where there is a possible cause for concern or where improvements can be made. It is in everyone's interest therefore, that a student complaints procedure exists to allow matters of concern to be dealt with in a fair and transparent way respecting the rights of all individuals involved.
2. This Student Complaints Procedure should be used by:
 - i. current ArtsEd students studying a programme which will lead to a Higher Education award; or
 - ii. former ArtsEd students who have studied a programme which led to a Higher Education award. **(Please see paragraph 18 below for more information)**
3. In this procedure, "you", "your" and "yours" refers to the student undertaking a programme of study which leads to a Higher Education award; "we", "us" and "our" refer to ArtsEd and staff members undertaking activities on behalf of ArtsEd.
4. "You", "your" and "yours" may also mean a former student who undertook a programme of study which led to a Higher Education award. Former students must ensure that matters they wish to raise with us or complain to us about are raised within the permitted timescale and are about matters relating to their study or

enrolment as a student at ArtsEd. **(Please see paragraph 18 below for more information)**

5. ArtsEd's programmes which lead to Higher Education awards are validated by City St George's, University of London (City St George's). The three-year courses in Acting and Musical Theatre which are validated by City St George's leading to the award of BA (Hons) are additionally validated by Trinity College of London as Professional Performing Arts Diplomas. The Trinity Professional Performing Arts Diplomas are only open to students in receipt of Dance and Drama Awards funding.
6. City St George's has responsibility for the quality and standards of the academic programmes offered by us. ArtsEd's students on programmes which lead to Higher Education awards may complain to City St George's, University of London on matters related to the quality and delivery of their academic programme. However, you may only do so once you have completed the procedure outline in this Student Complaints Procedure. **(Please see Sections D and E in particular, paragraphs 68 to 71 below)**
7. Students on validated programmes may make use of some of City St George's services. Should you use City St George's services and are dissatisfied about aspects of City St George's's provisions, you may complain about the services directly to City St George's, in line with their Student Complaints Procedure, [Senate Regulation 26: Student Complaints](#).
8. Students who wish to complain about matters relating to the Trinity Professional Performing Arts Diplomas because they are in receipt of Dance and Drama Awards funding should, in the first instance, make their complaint directly to ArtsEd using this Student Complaints Procedure.
9. In devising this Procedure, we have considered the following provisions:
 - i. [The Good Practice Framework for Handling Complaints and Academic Appeals](#) published by the Office of the Independent Adjudicator (OIA).
 - ii. [The revised UK Quality Code for Higher Education](#) published by the Quality Assurance Agency for Higher Education.
 - iii. [Competition and Markets Authority Higher education: consumer law advice for providers](#) published by the Competition and Markets Authority.
 - iv. ArtsEd's contractual relationships with City St George's, University of London and Trinity College of London.

B. Definition and Key Points

Definition

10. A student complaint is "an expression of dissatisfaction by one or more students about a provider's action or lack of action, or about the standard of service provided by or on behalf of the provider"¹. It is an oral or written expression of dissatisfaction about your learning experience with us or an aspect of a service or facility which is provided to you by us or should have been provided to you by us.

¹ [The good practice framework: handling student complaints and academic appeals](#)

11. Therefore, if you are studying with us on a programme that will lead to a Higher Education award you can use this procedure to complain. You can also use this procedure to complain if you are a former student, have studied with us on a programme that led to a Higher Education award and meet the conditions in **paragraph 18 below**.

Scope

12. A complaint usually is about:
- i. an expression of dissatisfaction with an aspect of the course, such as a specific concern about the provision of a course or a related academic service, which is within our control;
 - ii. our failure to meet obligations, including those outlined in course/student handbooks, [Student Terms and Conditions](#) and the [Student Protection Plan](#);
 - iii. our failure to follow published regulations, procedures and/or policies
 - iv. a certain action or lack of action taken by us and/or taken by staff members undertaking activities on behalf of ArtsEd.
 - v. the standard of a service provided by us or on our behalf by a third party;
 - vi. misleading or incorrect information in prospectuses or promotional materials and other information provided by us;
 - vii. concerns about the delivery of a programme, teaching or administration;
 - viii. poor quality of facilities, learning resources or services provided directly by us or on our behalf by a third party.
13. The above list is not intended to be exhaustive and, where appropriate, other matters will be considered by the Complaints Procedure.
14. You cannot use this procedure to complain about the following matters and should instead refer to the policies and procedures as indicated below:
- i. disputes about the admissions process which are covered under the Admissions Policy. You can use the complaints and appeals procedure set out in the Admissions Policy to complain about the admissions and auditions process and how we make offers.
 - ii. allegations about student behaviour, which are dealt with under the Student Misconduct and Disciplinary Procedure. You can use the Student Misconduct and Disciplinary Procedure to complain about a case of alleged misconduct by a student where you are the person against whom misconduct is alleged. You may also refer to the Student Bullying, Harassment and Sexual Misconduct Policy.
 - iii. disputes or appeals about students' academic performance which are dealt with under the Academic Appeals Procedure. Decisions which amount to 'academic judgment' cannot be covered by this Procedure. According to the OIA, 'academic judgment' is "judgement that is made about a matter where only the opinion of an academic expert will suffice". For example, judgments on assessments, degree classifications or course content. You can use the Academic Appeals Procedure to appeal against a decision made by an Assessment Board regarding assessment, progression or award.

Copies of these documents can be found on the [Policies page of our website](#).

15. Complaints and academic appeals sometimes overlap. Where it is appropriate to do so, we reserve the right to reclassify a complaint you make as an academic appeal or vice versa. For example, in instances where the submission has been

made through the incorrect procedure, or the submission falls properly within the remit of one procedure rather than the other. The outcome of an appeal cannot be made the subject of a complaint except where there is possible material error in arriving at the appeal decision. We will inform you if we reclassify your complaint to an academic appeal or reclassify your academic appeal to a complaint.

Timeframe for making a complaint

16. Concerns should be raised (as outlined in Section D below) as soon as possible and no later than three months after the incident being complained about. Concerns which are raised more than three months after the incident occurred will most likely be deemed as being out of time, unless in exceptional circumstances apply. This means that we may not consider such a complaint.
17. If you are a current student, you should complain within three months of the event which has given rise to the complaint or, if a series of events has given rise to a complaint, within three months of the final event in the series.
18. If you are a former student, you can use this procedure to complain about matters which arose or were concluded within the final three-months of your studies as a registered ArtsEd student. You must raise the relevant complaint within three-months of your last registered date with us
19. In exceptional circumstances, some flexibility may be exercised where a student makes a demonstrable case by providing a good reason in writing that they were unable to reasonably submit the complaint within the three-month period. In such cases, the student must have demonstrable evidence to support the reason(s) for the delay.
20. ArtsEd will determine what constitutes a 'good reason' in these circumstances, but it may include students having a serious illness or operation or being directly involved with a medical emergency. By way of example, the following reasons are not considered by us to be 'good reasons' for not submitting a complaint on time:
 - i Being on holiday
 - ii Exams or assessments
 - iii Forgetting to make a complaint within the timeframe

Communicating with students who have made a complaint

21. Discussions and investigations to resolve complaints may take place by a number of different means, including face-to-face, telephone and videoconference. We will usually correspond with you by email and ask that you use email to correspond with us. Only where necessary and appropriate, would we use other modes of communication to correspond with you.

Representation

22. When you make a complaint and are invited to attend a meeting with us as part of our investigation into your complaint, you have a right to be accompanied by a student representative, a current student of ArtsEd or a current member of staff at any stage of our process. Students who wish to be accompanied to a meeting must notify us prior to the relevant meeting.

23. Although students may seek guidance and advice from a third party and be accompanied to meetings, complaints will normally only be processed if submitted directly by the student and not by someone acting on their behalf.
24. Neither ArtsEd nor the student would normally be represented by a legal practitioner at meetings or hearings. We do not usually expect students to access legal support or advice in order to pursue a complaint through this Student Complaints Procedure. While the Institution does not encourage this, you may choose to pursue legal action on issues relating to your complaint. However, you should be aware that we reserve the right to request that legal proceedings be suspended where our internal procedures have not been completed. You should also be aware of the position of the [Office of the Independent Adjudicator](#) on such matters.

Group Complaint

25. Where the issue(s) raised affect(s) several students, a 'Group Complaint' may be submitted provided the group nominates one or two students to act as the Group's representative(s). In such instances, we will normally ask the Group to nominate one or two students to act as their representative.
26. Where multiple individual student complaints have been made about the same issue(s), we may treat them as a 'Group Complaint' and if appropriate, we may ask for the group of students to nominate one or two students to act as their representative(s).
27. For **paragraph 25** and **paragraph 26** above, the evidence submitted to support the complaint must be agreed within the Group and included with the '[Student Complaint Action Form](#)'. No additional evidence will be accepted once the complaint has been submitted.
28. It is essential that the Institution and relevant students are completely clear who is involved in a 'Group Complaint' and as such, this must be set out clearly in the written statement. All students included within a group complaint must sign the Group's written statement before submitting it to ArtsEd with the '[Student Complaint Action Form](#)'. This will give us confidence that the complaint fairly represents the views of all the students who are members of the 'Group Complaint' as well as make clear its members.
29. We will expect the representative(s) to distribute ArtsEd's communications among the Group and to collate the Group's response to give to us. ArtsEd will not be held responsible if representative(s) do not accurately provide the views of any member(s) of the Group or fail to pass on information to us as instructed by the Group.

C. Underlying Principles

30. Your complaint will be considered by us on its own merits, subject to all legal and professional requirements. The "standard of proof" (the level of proof required to investigate your complaint) will be "the balance of probabilities", i.e., that it is more likely than not that what you are complaining about happened. The "burden of proof" (the responsibility to prove an allegation) is on the complainant – this means that you will need to prove that the allegations should be upheld.

30. Our consideration of your complaint will be based on the principles of fairness and transparency which should ensure:
- i. a timely resolution of your complaint, with an emphasis on local resolution at the earliest opportunity;
 - ii. that the process is evidence-based;
 - iii. that our processes, decisions and the reasons behind our decisions are clear and there is opportunity for independent review;
 - iv. that decisions made will be reasonable and, where required, provide appropriate redress;
 - v. that you are supported by us and not treated less favourably by us or suffer any detriment or disadvantage if you make a complaint in good faith, regardless of whether the complaint is successful or unsuccessful. We reserve the right to take disciplinary action against you and include the finding in your student record where you make a complaint that is wholly unreasonable, vexatious, frivolous, abusive or malicious in nature;
 - vi. that you are notified early in the process if the remedy sought is beyond what we can reasonably provide or what is in our power to provide;
 - vii. that no member of staff you mention in a complaint will be treated less favourably by us than if the complaint had not been brought. If, however, the complaint against a member of staff is upheld:
 - a. that member may be asked to undertake additional training, or be provided with support, or may be subject to disciplinary proceedings under ArtsEd's [Human Resources Policies](#) and in line with our employee relations arrangements.

OR

- b. the outcome of the complaint may require a review, and consideration be given to the enhancement, of the Institution's practices and processes.

Equality Act and Human Rights Act

32. We are mindful of our legal obligations under the Human Rights Act 1998 and the Equality Act 2010 and are committed to promoting equality, diversity and inclusion in all our activities and processes. We will promote equality regardless of any protected characteristics and/or diverse backgrounds. We will ensure:
- i. that our practices and functions including this Complaint Procedure are accessible and barrier free;
 - ii. that we make reasonable adjustments for our disabled students who use this Student Complaints Procedure or are connected to an investigation under this procedure;
 - iii. that student carers of disabled people and students with dependants who need to use this Student Complaints Procedure can do so and any relevant adjustments will be made for them where necessary;
 - iv. that in the coordination and make up of decision-making panels we will fulfil our commitments to the Equality duty.

Confidentiality and Data Protection

33. All information obtained as part of this procedure will be held in accordance with General Data Protection Regulations (GDPR), Data Protection legislation and our

[Privacy Notice](#). We will ensure that complaints handled by us are undertaken with the appropriate level of confidentiality and information will only be made available to those who need it for the purposes of investigating or responding to the complaint.

34. In some instances, aspects of a student's complaint may need to be disclosed to other relevant staff for the complaint to be investigated and/or resolved. If there are elements of a student's complaint which are particularly sensitive and the student has concerns about their confidentiality, the student can raise this with the Registrar who will discuss how disclosure can be minimised, if possible and appropriate to do so.
35. Where we need to obtain information from a third party as part of the investigation, we will only give the third party as much detail about the complaint as is necessary to obtain the evidence required.
36. Where you have raised a complaint involving another student or a member of staff and it has been upheld, we will advise you of this. However, it may not be appropriate to share any specific details with you, particularly where further action is being taken. To help manage your expectations, we will advise you of this at the earliest opportunity.
37. When you make a complaint, you should avoid disclosing unnecessary personal information (for example, medical conditions) unless you feel it is relevant to the issues raised. You must also avoid disclosing other people's personal data when making your complaint unless you have been given written permission by the person(s) to do so.

Reporting and Monitoring

38. An annual summary report of the number of student complaints and overall actions taken to resolve them will be received by the Course Board, the Higher Education Committee and the Board of Trustees. There will be no reference to individual cases. The reports will show trends and make recommendations for improvements where necessary. A confidential record will be kept separately of individual cases.

D. Complaint Process

39. The ArtsEd Student Complaints Process consists of three stages (internally) which set out the standard procedure to be followed in the consideration of your student complaint. However, you should note that the Registrar or nominee retains the right to vary this procedure in some cases, where it is considered appropriate and/or necessary to do so.
40. Our three-stage internal process consists of the following stages:
 - **Stage 1: Informal Early Resolution**
 - **Stage 2: Formal Investigation**
 - **Stage 3: Formal Review**

Stage 1: Informal Early Resolution

41. If you have experienced an issue about which you would like to complain, you should first engage with '**Stage 1: Informal Early Resolution**'. This stage is designed to give your School or the Service Area an opportunity to meet with you

and address your complaint locally and as swiftly as possible for an early resolution.

42. To raise a '**Stage 1: Informal Early Resolution**' complaint with your School or the relevant Service Area you should send an email summarising the issue about which you are complaining, including what action you would like ArtsEd to take in response, to the Designated Complaint Officer for your School at the following email address:
studentcases@artsed.co.uk.
43. Upon receipt of your '**Stage 1: Informal Early Resolution**' complaint by us, a member of staff from your School or the relevant Service Area will contact you to arrange a meeting to discuss your complaint and seek to provide a satisfactory resolution for your case. If appropriate, this may be the member of staff most directly involved in the event leading to the complaint. This is to give that member of staff the opportunity to address your concerns directly.
44. Where it is not possible or appropriate for the member of staff most directly involved in the event leading to your complaint to contact you, an appropriate member of staff will be appointed by the Director of your School as the Investigating Officer for your case. Every effort will be made by the Investigating Officer to resolve the complaint simply and quickly and the Investigating Officer may invite you to a meeting to discuss the matter in order to reach a resolution.
45. Following this meeting, you will be sent a record of your conversation, including details of any action to be taken, by the Investigating Officer assigned to your case.
46. You may be accompanied at this meeting by another student or a member of staff. However, you will need to notify us of their attendance and receive our approval before such a person can attend with you.
47. A '**Stage 1: Informal Early Resolution**' complaint should be raised within three months of the incident about which you are complaining or, if a series of events has given rise to a complaint, within three months of the final event in the series.
48. It should normally take no longer than **21 calendar days** from the date you submit your complaint for the matter to be resolved by us. We will notify you in writing, and provide the reason(s), if we require more than **21 calendar days** from the date you submit your complaint to resolve your case. Our written response will also advise you of the options open to you to take the matter further.
49. At the end of '**Stage 1: Informal Early Resolution**', we will provide you with a written response to your complaint, which will either:
 - i. Detail the proposed resolution; or
 - ii. Explain why we do not feel that we can propose a satisfactory resolution to your complaint.
50. If you are not satisfied with the outcome provided at '**Stage 1: Informal Early Resolution**', you will have the opportunity to submit a complaint for investigation at '**Stage 2: Formal Investigation**' of the Student Complaints Procedure.

Stage 2: Formal Investigation

51. If you choose to submit a '**Stage 2: Formal Investigation**' complaint, you should complete a [Student Complaint Form](#) within **14 calendar days** of the conclusion of your '**Stage 1: Informal Early Resolution**' complaint.
52. In instances where you deem the matter too serious to be considered under '**Stage 1: Informal Early Resolution**' it may be possible for you to proceed directly to a '**Stage 2: Formal Investigation**'. In some instances, you may also be able to proceed directly to a '**Stage 2: Formal Investigation**' where you have exhausted the stages within another ArtsEd policy and remain dissatisfied with how we managed the matter you brought to our attention. We will let you know where this option is available to you.
53. Where you have moved directly to a '**Stage 2: Formal Investigation**' complaint because of the provisions set out in **paragraph 52** above, your complaint should be raised within three months of the incident about which you are complaining or, if a series of events has given rise to a complaint, within three months of the final event in the series. We will let you know where this rule does not apply to your case.
54. Where you proceed directly to a '**Stage 2: Formal Investigation**', ArtsEd reserves the right to ask that your complaint is considered in the first instance under '**Stage 1: Informal Early Resolution**'. We will provide you with our reason(s) for such a decision.
55. We will normally acknowledge receipt of your [Student Complaint Form](#) within seven calendar days of receipt and deal with your complaint promptly. Our aim is to take no more than **42 calendar days (six weeks)** to conclude a '**Stage 2: Formal Investigation**' but complex cases may take longer. Where we require more time, we will notify you of the new timeframe.
56. At '**Stage 2: Formal Investigation**', the eligibility of your complaint will be considered by a member of staff nominated by the Registrar to act as the Student Complaints Officer for your complaint. The Student Complaints Officer will consider:
- i. If your complaint has been submitted within the relevant timeframe;
 - ii. If not, whether you have provided a 'good reason' supported by evidence for this;
 - iii. If the issues you are raising can be considered under the Student Complaints Procedure;
 - iv. If not, whether the issues you are raising should be considered under a different procedure.
57. If we find your complaint to be ineligible, you will be issued with a Completion of Procedures (COP) Letter. A COP Letter is a letter which will confirm that you have completed the Institution's internal procedures and that there is no further avenue for you to pursue the complaint internally. Please note that you cannot usually pursue a complaint to the Office of the Independent Adjudicator without a COP Letter. **Please see paragraphs 72 to 73.**
58. Where we find your complaint to be eligible, the Student Complaints Officer will proceed to investigate your complaint. This will include consideration of:
- i. The substance of your complaint;

- ii. The evidence you have provided;
 - a. You should submit all the evidence you want to be considered as part of the investigation, which could include email correspondence, receipts or invoices, letters from a medical professional and witness statements.
 - b. If you are unable to provide a statement but would like us to contact your witnesses to request them to provide a statement directly, you will need to provide us their full name(s) and contact detail(s). Failure to do so may mean we are unable to obtain this evidence.
 - iii. Any additional evidence we have or gather from ArtsEd;
 - iv. Procedure documents, guidance, legal and regulatory requirements;
 - v. Other relevant information.
59. The Student Complaints Officer will assess whether your complaint is justified and, if required, will recommend a remedy.
60. If you are dissatisfied with the outcome of your '**Stage 2: Formal Investigation**', you are entitled to submit a request for a review by the Registrar or their nominee at '**Stage 3: Formal Review**' of the Student Complaints Procedure.

Stage 3: Formal Review

61. You can only submit a '**Stage 3: Formal Review**' on one of the following three grounds:
- i. That there has been a material procedural irregularity during the investigation which had a material effect on the outcome of your '**Stage 2: Formal Investigation**' complaint;
 - ii. That the '**Stage 2: Formal Investigation**' outcome is unreasonable given the facts of the case;
 - iii. That new information has come to light, which you were unable to disclose previously (for valid reasons) and such information would have had a material impact upon the outcome of the investigation previously undertaken.
62. To submit a '**Stage 3: Formal Review**' complaint, you should complete the [Stage 3 Formal Review Form](#) setting out:
- i. The grounds on which you are complaining;
 - ii. The reasons why you consider these to be relevant;
 - iii. Any new evidence you have that was not previously available at '**Stage 2: Formal Investigation**'.
63. Please complete and submit your [Stage 3 Formal Review Form](#) with any new evidence within **14 calendar days** of the outcome of your '**Stage 2: Formal Investigation**'. We will normally acknowledge receipt of your [Stage 3 Formal Review Form](#) within **seven calendar days** of receipt and review your complaint promptly.
64. Our aim is to take no more than **21 calendar days** to conclude a '**Stage 3: Formal Review**'. In some cases, the review may take longer than the specified time. If this is the case, you will be notified in writing as early as possible and we will advise you of a new timescale as well as keep you informed of any changes.
65. The Registrar or their nominee will not normally reconsider or reinvestigate the '**Stage 2: Formal Investigation**' complaint. The review will consider whether the

outcome of **'Stage 2: Formal Investigation'** was reasonable rather than reconsider the original case and its evidence.

66. As part of the review, the Registrar or their nominee may hold further discussions with you and/or the subject of the complaint, with members of staff involved at **'Stage 1: Informal Early Resolution'** and/or **'Stage 2: Formal Investigation'**, and with other staff as necessary.
67. Once your complaint has completed **'Stage 3: Formal Review'** of the Student Complaints Procedure, you will be issued with a Completion of Procedures (COP) Letter. This will indicate that our internal procedures at ArtsEd with regards to your complaint have been completed. With the COP Letter, you can take your complaint further to the Office of the Independent Adjudicator should you be dissatisfied with our decision.

E. External Review

68. If you are dissatisfied with the outcome of your **'Stage 3: Formal Review'**, you are entitled to take your complaint to either:
- i. **City St George's** (for academic complaints). Following the completion of a **'Stage 3: Formal Review'** you can make an academic related complaint (about the quality and delivery of your academic programme) to City St George's. If you remain dissatisfied with City St George's's outcome, you can then proceed to the Office of the Independent Adjudicator for Higher Education. **(See paragraphs 69 to 71 below)**
 - OR
 - ii. **the Office of the Independent Adjudicator for Higher Education** (for non-academic complaints). Following the completion of **'Stage 3: Formal Review'** you can go directly to the Office of the Independent Adjudicator if your complaint is not related to the quality and/or delivery of your academic programme. **(See paragraphs 72 to 73 below)**

Complaining about the quality and/or delivery of your academic programme to City St George's, University of London (Academic Related Matters Only)

69. If you are dissatisfied with the outcome of your **'Stage 3: Formal Review'**, and wish to complain about your academic programme, you can submit a request for an Institutional-Level Review to City St George's. You can request that City St George's reviews the outcome of an academic-related investigation carried out by us under its [Senate Regulation 26: Student Complaints](#). City St George's will only investigate an outcome if you consider that:
- i. there has been a procedural irregularity in the outcome of the investigation of a complaint regarding a matter related to your academic programme carried out by us; or
 - ii. new information has come to light, which you were unable to disclose previously, and which would have had a material impact upon the investigation previously undertaken by us regarding the quality and delivery of your academic programme.
70. You are expected to submit your request to City St George's using their [Complaints Institutional-Level Review Form](#) within **21 calendar days** of receiving written

confirmation from ArtsEd of the outcome of your '**Stage 3: Formal Review**' complaint.

71. When the review has been concluded City St George's will issue you with a Completion of Procedures (COP) Letter. Following this, any student who is dissatisfied with the final decision on their case may be able to apply to the Office of the Independent Adjudicator.

Office of the Independent Adjudicator for Higher Education (OIA)

72. Decisions taken under this Student Complaints Procedure may be eligible for review by the Office of the Independent Adjudicator for Higher Education (OIA), which is an independent body set up under the Higher Education Act 2004 to review student complaints.
73. Information and eligibility rules are available at www.oiahe.org.uk.

Student Complaints Procedure Flowchart

Stage 1: Informal Early Resolution

This Stage is an informal process that attempts to resolve a concern quickly (**within 21 calendar days**) and deal with a complaint locally within your relevant School. There is no form to complete. To make an informal complaint you can send an email to studentcases@artsed.co.uk.



Stage 2: Formal Investigation

If you are not satisfied with the outcome of a Stage 1 of the complaints process, you can escalate to Stage 2. This is a formal Stage and you are required to complete the [Student Complaint Action Form](#). The investigation will usually take place within your relevant School and **can take up to six weeks to conclude**.



Stage 3: Formal Review

If you are not satisfied with the outcome of a Stage 2 of the complaints process, you can escalate to Stage 3. This Stage is not a re-investigation but an Independent Review of your complaint to ensure all processes were met, and good practice was followed. **The Stage can take up to 21 calendar days** and you are required to complete the [Formal Review Form](#) when seeking a review. If you are not satisfied with the outcome of a Stage 3 you are entitled to seek an external review.



**External Review: City St George's,
University of London (for Academic
Complaints ONLY)**

**External Review: Office of the
Independent Adjudicator (OIA) for
Higher Education (for Non-Academic
Complaints ONLY)**



Following the completion of a **Stage 3: Formal Review** you can make an academic related complaint (about the quality and delivery of your academic programme) to City St George's, University of London. You can request that City St George's reviews the outcome of an academic-related investigation carried out by us under its [Senate Regulation 26: Student Complaints](#)



The Office of the Independent Adjudicator for Higher Education

If you are not satisfied with the outcome of your 'Stage 3: Formal Review' by ArtsEd (Non-Academic Complaint Only) **OR** the External Review at City St George's, University of London (Academic Complaint Only), you can seek a review from the [Office of the Independent Adjudicator \(OIA\) for Higher Education](#).

Version Control	
Document Title	Student Complaints Procedure
Maintained By	Quality and Course Manager
Owned By	Registrar
Approving Committee / Ratifying Body	HE Committee
Last Reviewed	June 2025 (minor update): <ul style="list-style-type: none"> Addition of burden of proof in Underlying Principles
To be Reviewed	November 2025 (or prior if required)
Current Version	Version 1.3
Location of master document	Organisational File Shares > Policies > HE
Web location	https://artsed003.blob.core.windows.net/policy/student-complaint-procedure.pdf