



Cambridge Muslim College Student Complaint Policy

Next Review Date: April 2025

1. Purpose

This document sets out the policy, and associated procedures, for dealing with students' complaints, with the aim of ensuring consistent and fair treatment for all.

2. Scope

This policy applies to students registered on all taught programmes, staff and lecturers at Cambridge Muslim College.

3. Principles

- 3.1. The OIA defines a complaint as “an expression of dissatisfaction by one or more students about something a provider has done or not done, or about the standard of service provided by or on behalf of the provider.
- 3.2. A complaint in this policy is an expression of dissatisfaction the student will make against the College in relation to the delivery of teaching, support services, administration, facilities, or other aspects of the student's relationship with the College. The complaint can be made against another student.
- 3.3. A student can make a complaint concerning any of the following:
 - Lack of service or dissatisfaction with the service provided. It must relate to services that a student was led to believe would be provided.
 - Breach of Futwwua Conduct Code from other student/staff.

- Discrimination by the College or any of its members, on the grounds of age, disability, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation.
 - Bullying or harassment from college's staff, lecturers or students, whether online or in person.
- 3.4. All cases of sexual misconduct should follow the process in the [Sexual Misconduct Policy](#).
- 3.5. Students are encouraged to raise a concern or complaint as soon as possible after the event has taken place, and normally no later than four months from the date the initial issue or event occurred, to enable the matter to be addressed in a timely manner.
- 3.6. A group of students may use this procedure to make a collective complaint, provided that one student identifies themselves as the main contact for purposes of communication.
- 3.7. The College recognises that making a complaint can be stressful. Students are therefore advised to seek support from Student Representatives and the Welfare Team.
- 3.8. Students have the right to complain but evidence may be requested as part of the investigation.
- 3.9. In all cases, the published timeline for making complaints should be followed (See Appendix 1).
- 3.10. When receiving a formal complaint, the College aim to resolve matters at the earliest possible opportunity; investigate fairly and thoroughly and ensure that processes are unbiased.
- 3.11. The College will aim to respond to any complaint within published timescales. If there are good reasons for extending the timeframe, the student will be notified of any delays and regularly informed of progress and the student shall similarly notify the College.
- 3.12. Students will not be disadvantaged as a result of raising a matter of concern or of making a complaint, provided it is made in good faith. Where a complaint is shown to be vexatious, the complaint shall be rejected, and disciplinary action may be taken.
- 3.13. Vexatious complaints are defined as:
- complaints which are obsessive, harassing, or repetitive
 - insistence on pursuing non-meritorious complaints and/or unrealistic, unreasonable outcomes

- insistence on pursuing what may be meritorious complaints in an unreasonable manner
- complaints which are designed to cause disruption or annoyance
- demands for redress which lack any serious purpose or value

3.14. The College will keep detailed written records of all formal student's complaints in line with Data protection policy.

3.15. Complaints about other students should be directed to the Registrar, which may lead to consideration under Student Disciplinary Policy.

3.16. This policy doesn't deal with complaints in relation to assessment and academic progress. Such complaints should follow the procedure stated in the Academic Appeals Policy.

4. Responsibilities

4.1. Responsibility for the area of student complaints lies with the Registrar. The Head of the College or the Line Manager may be involved if the complaint is against a staff member.

4.2. Student Services team is responsible for implementing this policy and keeping records of complaints accordingly.

4.3. It is the responsibility of the Quality Assurance Manager to review and update this policy under the supervision of the faculty board.

5. Procedure for Dealing with Complaints

5.1. Stage 1- Informal complaint

5.1.1. Students are encouraged to address any issues informally to the student services team if the issue is in relation to the college's services, teaching, support and facilities.

5.1.2. Students are encouraged to send their informal complaints in writing, to the student services team so the issue can be shared and addressed appropriately.

5.1.3. The Registrar may address any issues with the related lecturer and resolve the matter immediately. If the informal complaint involved a staff member, the Line Manager may address any issues with the relevant staff member and aim to resolve the issue accordingly

5.1.4. If the complaint is successfully resolved by these informal methods, this will end the process.

- 5.1.5. It is expected that the majority of complaints will be resolved in this way but if attempts to resolve the matter informally are not successful, students may submit a formal complaint (Appendix 2).

5.2. Stage 2- Formal complaint

- 5.2.1. To make a formal complaint, the student should complete the formal complaint form and send it, along with any supporting evidence, by email to complaints@cambridgemuslimcollege.ac.uk.
- 5.2.2. The student services team is expected to acknowledge the recipient of the complaint and inform the student of the following steps within 5 working days from receiving the formal complaint.
- 5.2.3. The complaint will be investigated by the Registrar. If the complaint involves staff member, the Line Manager should be involved in the investigation.
- 5.2.4. Meetings may be arranged as part of the investigation. Students should make themselves available for such meetings.
- 5.2.5. The Welfare team may be involved in case of bullying or harassment.
- 5.2.6. Students may choose to be accompanied by or represented at any meetings by a student representative, relative or friend. This must be someone independent of the circumstances.
- 5.2.7. The outcome may involve disciplinary act. In this case, [Student Disciplinary Policy](#) or Staff Disciplinary Policy might be followed.
- 5.2.8. The student should keep a copy of their complaint, and any other documentation submitted for their own records.
- 5.2.9. Whilst the student may wish some details to remain confidential, this may not always be possible without hampering a thorough investigation of the facts. In these circumstances, the College will discuss with the student the best way to approach the submission of evidence.
- 5.2.10. Information about a complaint by or about student or staff may be placed on the students/employee's personnel file, along with a record of the outcome and any notes or other documents compiled during the process.
- 5.2.11. In the interest of fairness, you, and anyone else directly involved in the complaint, will be entitled to see all evidence to be considered and to put their case.

5.2.12. On receipt of a complaint made by a student against another student (s), consideration will be given to remedies outside of the complaints procedure that may achieve the effect of 'maintaining good order within our academic community. This could include, but is not limited to, for example:

- conflict resolution or mediation
- the complainant(s) being offered alternative accommodation
- the complainant(s) being offered an alternative seminar group

5.2.13. At the end of the investigation process, the Registrar and the Line Manager, if involved, will take a decision about the complaint. The Registrar will issue a Completion Of Internal Procedures Letter (COIP) and send it formally to the student. The Line Manager follow up with the related staff and HR about this complaint, if needed.

5.3. Stage 3- Request a review

5.3.1. If a student is dissatisfied with the way their complaint was handled and have exhausted all appropriate internal procedures at the college, they may request a review for their complaint case with the awarding body, The Open University, following the timescale in the Appendix 1.

5.3.2. The Open University will conduct its procedures for appeals and complaints as detailed in Appendix 1 in the [OU Handbook](#).

6. Appeal to the Office of the Independent Adjudicator for Higher Education(OIA)

6.1.1. The Office of the Independent Adjudicator for Higher Education (OIA) can be contacted at: www.oiahe.org.uk. The OIA was set up under the Higher Education Act 2004 to provide an independent student complaints scheme.

6.1.2. In order to appeal to the OIA, the student will need to complete the OIA's own complaint form, which is available from www.oiahe.org.uk, and submit this to the OIA as per the timescale specified by the OIA.

7. References

- Student Complaint Form (Appendix 1)
- [QAA UK Quality Code for Higher Education, Advice and Guidance- Concerns, Complaints and Appeals](#) (Appendix 4)
- [Competition and Markets Authority \(CMA\) Guidance](#)
- Harassment, Bullying and Sexual Misconduct Policy
- Student Disciplinary Policy

- Staff Disciplinary Policy
- Student Guidance and Support Policy
- Confidentiality Policy

REVISION HISTORY

Revision #	Effective Date	Description of Change
00	May 2021	New Document
01	April 2022	Include the OU & OIA as external bodies for Appeal on College’s decision
02	Jan 2023	<ol style="list-style-type: none"> 1. Update to move the responsibility to the Operations Director and Academic Director 2. Update Informal Complaint to include that students need to write to the programme coordinator/officer about their complaint, which will be addressed by Academic Director, Student Experience Officer and Operations Director if needed. A survey might be collected from student body.
03 Quality Assurance Manager <i>Z Alkhatib</i>	Nov 2024	<ol style="list-style-type: none"> 1. Update the three stages of the formal compliant process as per the updated Academic and Complaint process of the OU and OIA. 2. Update timeframe in Appendix 1 to be in line with the new updated timeframe in the OU Handbook. 3. Add the OIA definition of Complaint. 4. Update the policy to reflect the updated Org chart.

**Appendix 1
Complaint Timescale**

Timeframe for consideration of a Complaint.

Stages	Action	Who	Deadline
Stage 1- Informal	Raise the issue	Student	As soon as the issue happened
Stage 2- Formal complaint	Submit	Student	within 14 calendar days of the matter first occurring
	Acknowledge receipt by email	Student services team	within 5 calendar days of receiving the formal complaint form
	Investigate and issue the Completion Of Internal Process letter (COIP)	Registrar	in 24 calendar days of receiving all the relevant information
Stage 3- Review Stage	Request for a review at the OU	Student	within 28 calendar days from issuing the COIP.
	Issue a Completion of Procedures Letter (COP)	The Open University	Within 24 calendar days from the request to review date.

Appendix 2



Cambridge Muslim College Student Complaint Form

This form is designed for use with the College's Complaint Policy. Please ensure that you have read and understood the document before completing this form. The document sets out the areas of complaints, the procedure, and timescales that will be followed.

Before submitting a formal complaint, you are strongly encouraged to raise the issue informally with student services or welfare team.

The following needs to be done before submitting the form:

1. Have you checked the College Complaint Policy?
2. Have you completed all sections of this form?
3. Have you included all supporting documents (if appropriate)?
4. Please email this completed and signed form to [complaints @cambridgemuslimcollege.ac.uk](mailto:complaints@cambridgemuslimcollege.ac.uk)

--

SECTION C – Report on how you tried to solve this issue informally

What informal steps have you taken to raise your concerns?

Please provide information about who you have already addressed the issue with, and when.

--

What was the outcome of your informal discussions? Please indicate why you are still unsatisfied.

--

SECTION D – Supporting document, if applicable

List any documents you are attaching to support your complaint, if applicable.

--

--

--

SECTION E – Desired outcome

Please say what action(s) you would like us to take and any suggestion of resolution in order to resolve the complaint to your satisfaction.

--

SECTION F - Declaration

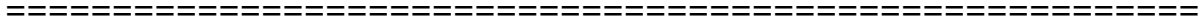
As far as possible, all complaints will remain confidential to those people who are involved in investigating the complaint, providing a response to it and communicating with you, unless there is a serious risk of harm to you or others. In the interest of natural justice, parties to a complaint have the right to know the full details of the complaint.

I declare that to the best of my knowledge all of the information I have supplied is true, accurate and complete.

Please check:

- I have completed all sections of this form.
- I have included all supporting documents, where necessary.

Signature	
Date	



SECTION G - For college use only

PROCEDURAL ACTIONS TAKEN	
Name of Investigator	
Meeting date with Complainant (attach any notes)	
Further details about the investigation (attach any notes)	
Investigator Recommendations	
Decision- Registrar	

Form 200.000.00

Appendix 4

QAA UK Quality Code

[QAA UK Quality Code for Higher Education, Advice and Guidance- Concerns, Complaints and Appeals](#), states the following Expectations, Practice and Principles:

Expectations for Quality

Courses are well-designed, provide a high-quality academic experience for all students and enable a student's achievement to be reliably assessed.

From admission through to completion, all students are provided with the support that they need to succeed in and benefit from higher education.

Standards for Core Practice

The provider has fair and transparent procedures for handling complaints and appeals which are accessible to all students.

Guiding Principles

1. Concerns, complaints and appeals are used to improve the student experience.
2. Concerns, complaints and appeals procedures are accessible and inclusive.
3. Information is clear and transparent.
4. People raising concerns or making complaints or appeals are treated with dignity and respect, and their well-being is properly considered.
5. Concerns, complaints and appeals processes are proportionate and allow for cases to be resolved as early as possible.
6. Concerns, complaints and appeals procedures are fair and impartial.
7. Confidentiality and anonymity are appropriately assured.
8. Concerns, complaints and appeals are resolved in as timely a way as possible.

