

LIPA

The Liverpool Institute for Performing Arts

STUDENT COMPLAINTS PROCEDURE

If you need this document in a different format, please contact the Registry.

DOCUMENT CONTROL PROCEDURE			
Document Title		Student Complaints Procedure	
Creator		Director of HE	
Approved By		Operational Planning Group	
Approval Date		March 31, 2011	
Latest Approval Date for current version		September 2021 (Institute Quality Committee)	
Last reviewed		September 2021	
Version		8	
Equality Impact Assessed (N/Y and date)		Yes - March 31,2011	
Document Location		SharePoint – Key Documents Library Green Book Programme Guides LIPA website	
Version Number	Purpose / Changes	Author	Date
1	Initial Policy Approved	As creator above	March 31,2011
	Equality Screen amendments	E&D Adviser on behalf of Acting Dir of HE Operations	
2	Updating in line with internal staffing/role changes/job descriptions	Dir. HE	Nov 28, 2012
3	Updating in line with internal staffing/role changes/job descriptions	Quality Manager	Sept 30, 2014
4	Revised to align with the QAA Quality Code and the OIA Good Practice Framework	Quality Manager	July 17, 2015
5	Timeline revised slightly in light of discussion at IQC to allow for OIA guidance of 90 calendar days from formal complaint to complete the process.	Quality Manager	September 21, 2015
6	Updating in line with internal staffing/role changes Clarification of process Review of timeline Addition of appendix 2 and 3	Quality Manager/Registrar	April 24, 2019
7	Updating in line with internal staffing/role changes OIA briefing notes 2019-20 QAA guidance July 2020	Quality Manager	July 13, 2020

8	Updating in line with internal staffing role changes To include reference to the Sexual Misconduct Policy	Quality Manager	September 10, 2021
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1. Introduction

- 1.1 This procedure is administered by the Registrar, who is based in The Registry on the 2nd Floor of the Mount Street Building.
- 1.2 This procedure applies to currently registered students and recent former students. Where we use the term 'student(s)' in this procedure it will also include recent former students. This procedure covers all areas of our activity with the following exceptions for which there are separate policies and procedures (available internally on the Moodle [Information Hub](#), [SharePoint](#), or upon request):
- Bullying and Harassment Policy
 - [Academic Appeals](#) (Please note that this policy and procedure covers all matters relating to the overall academic standards/quality of your award. As our awarding body, it is overseen by Liverpool John Moores University. Also see 7.9)
 - [Student Wellbeing Policy](#) (incl. Fitness to Study/Practice)
 - [Disciplinary Procedure](#)
 - [Admissions](#)
 - Sexual Misconduct Policy
 - Complaints relating to **outside agencies or service providers**.
- 1.3 If students are unsure on how to proceed or access any of the above policies, they can contact the Registry (registry@lipa.ac.uk) for advice or Student Support (Student.Support@lipa.ac.uk) for support and guidance.

2. General Principles

- 2.1 We are committed to managing complaints in a way that:
- Is timely and efficient, to facilitate a speedy resolution
 - Is fair and transparent to all parties
 - Promotes informal conciliation such as mediation, where appropriate
 - Promotes feedback and best practice to enhance the student experience
- 2.2 The complaints procedure operates on the principles of natural justice:
- There are two sides to every dispute
 - Decision makers must come to matters without bias or a reasonable perception of bias
 - All parties are given the opportunity to provide evidence to substantiate their version of the issue/incident
 - Full disclosure of any allegations or evidence will be made to those parties involved in the complaint
 - All parties involved in a complaint have the right to be accompanied by a friend, relative or Union representative at each stage of the procedure. For more info, please refer to our '[Definition of a friend and representative in student governance procedures](#)'.
- 2.3 Students are expected to have met their obligations and responsibilities as outlined in our Student Charter, Green Book and Programme Guide – all which are published on LIPA My Day SharePoint pages.

- 2.4 We expect that students will not engage in frivolous or vexatious complaints. We expect students to provide evidence to support their complaint. Where any complaint is unsubstantiated, frivolous or vexatious, we reserve the right to end consideration at its earliest point. The decision to end consideration of a complaint will be taken by the Registrar or Director of Administration and Personnel (or nominee).
- 2.5 All information provided regarding a complaint will remain confidential for use within the complaints process and is subject to the requirements of the General Data Protection Regulation (GDPR). Only those staff directly involved with the complaint will be given time limited access to confidential information. In exceptional circumstances it may be necessary for us to provide information to a third party with or without a student's consent. In such cases there will be full engagement with the student. If a student asks for complete confidentiality, it is important to understand that this may limit the amount of support that can be arranged.
- 2.6 We learn from concerns and complaints as they pose an opportunity to address and enhance provision, learning opportunities, student experience, and public information. Student complaints provide us with an important source of information; the Institute Quality Committee will collate statistical information and produce annual reports to ensure that relevant issues are identified and reviewed for continued enhancement. Personal information about individual students will be removed from these reports. The outcome of any upheld/well founded complaints will also be used to guide future staff training.
- 2.7 The Student Complaints Procedure has been designed to conform to the Quality Assurance Agency (QAA) Quality Code and the Office of the Independent Adjudicator's (OIA) Good Practice Framework for Handling Complaints and Academic Appeals.
- 2.8 The procedure is co-ordinated and supported by the Registry, who are independent from our Teaching Disciplines.
- 2.9 We recognise complaints can be very stressful for students, and the process and outcomes can have consequences for their studies and/or wellbeing. If anxious at any point, students are advised to contact Student Support services (Student.Support@lipa.ac.uk). If a student appears unable to engage effectively with this complaints procedure, the student may appoint a representative. In some cases, it may be appropriate to suspend the consideration of a complaint until the student has accessed appropriate support.
- 2.10 Independent advice and guidance may be available from John Moores Student Union via 0151 231 4900. Email: JMSUadvice@ljmu.ac.uk
- 2.11 If students need specific assistance or reasonable adjustments made in order to access the Student Complaints Procedure, they should contact the Registry (registry@lipa.ac.uk).
- 2.12 Where a concern or issue of complaint has affected a number of students, those students can submit a complaint as group complaint. In such circumstances, all complainants are required to put their name, signature and student number on the statement of complaint to confirm that they agree to the details of the complaint. Normally, all complainants will be invited to attend a meeting. However, in order to

manage the progression of the complaint, we will usually request that one student is nominated as a group representative.

- 2.13 Anonymous or third-party complaints will not be accepted. Students should be aware that raising a concern anonymously might impede the investigation and communication of the outcome. Students can be confident that they will be protected under the terms of this complaints procedure and it should not be necessary to bring anonymous complaints. Exceptionally, we may decide to consider an anonymous complaint if there is a compelling case – supported by evidence – for the matter to be investigated.
- 2.14 Where a former student wishes to make a complaint, they must do so within the same timescales as current students, as detailed at each of the stages of the procedure.

3. What is a Complaint?

- 3.1 We recognise that from time to time you may wish to raise issues regarding the learning and teaching, administrative, support or other services we provide.
- 3.2 The Office of the Independent Adjudicator (see section 8) defines a complaint as '*an expression of dissatisfaction by one or more student about a university's action or lack of action, or about the standard of service provided by or on behalf of the university*'.
- 3.3 Examples of complaints might include:
- Our failure to meet our obligations to you.
 - Misleading or incorrect information in documentation provided by us.
 - Concerns about the delivery of a programme, associated teaching or administration
 - Poor quality of facilities, learning resources or services provided us
 - The behaviour of a member of staff.
 - The behaviour of another student.
- 3.4 Some issues may be more appropriately considered under processes other than the Student Complaints Procedure. Where this is the case, the Registrar will provide further advice and guidance.

4. Time Limits

- 4.1 There are strict time limits for submitting Student Complaints at each stage of the process. This is to ensure that matters can be investigated when the circumstances are still fresh in people's minds and evidence is available to support a timely and appropriate resolution.
- 4.2 The deadlines at each stage of the process are clearly identified below. The deadlines are expressed in 'working days' which means Monday to Friday and excludes bank holidays and the Christmas closing period.
- 4.3 Discretion will only be given where there are exceptional reasons supported by evidence for late submission.
- 4.4 We reserve the right not to progress complaints if they are submitted outside of the specified time limits.

5. Early Resolution/Informal Complaint Stage

- 5.1 Most concerns are resolved satisfactorily on an informal basis and close to their point of origin. Students are expected to try and resolve issues locally with the relevant area, in the first instance. This might include, for example, face to face discussion with the student or asking an appropriate member of staff to deal with the matter, as a mediator or conciliator.
- 5.2 Mediation and conciliation are seen here as voluntary processes where an impartial, independent third party (this could be an independent member of staff or student) helps resolve issues, confidentially if needed. Using mediation or conciliation can help both parties to a dispute understand what is driving the concern and is therefore more likely to result in a swift and mutually satisfactory conclusion being reached. In the early resolution stage this may be an option that is offered where appropriate.
- 5.3 Informal complaints should be raised via email, letter, telephone or in person as soon as possible, **or within a maximum of 20 working days of the alleged incident**, with the person directly responsible for the service or behaviour which may have caused concern. This may be a Programme Leader or Technical Manager, for example. It is helpful if the complainant has considered what a reasonable satisfactory resolution to the informal complaint would be. (The complainant is encouraged to state that they are raising the concern or informal complaint under the Informal Complaint Stage of the Student Complaints Procedure.)
- 5.4 If responsibility for the issue raised lies in the staff member's area of work, every attempt will be made to resolve the concern at source in consultation with the student. If responsibility lies elsewhere, the staff member will work with the relevant colleagues to help resolve the student's concern, rather than simply passing the student on to another office. Where this is not possible, and the student is directed to liaise with another office, the staff member will introduce the student to the person who will deal with the concern or to make an appointment for the student to meet them at the earliest opportunity.
- 5.5 In exceptional circumstances, where the nature of the informal complaint (e.g. sensitivity, confidentiality or its personal nature) makes raising the issue difficult, the Registrar may be approached (via registry@lipa.ac.uk). This approach must also be done within 20 working days of the alleged incident. In circumstances where early resolution is not possible or suitable due to the character, complexity or seriousness of the case then students should submit a formal complaint under the Formal Stage of the procedure.
- 5.6 All Early Resolution/Informal Complaints should be made within 20 working days of the alleged incident, matter or concern. Staff should respond to the complaint/concern **within 20 working days**. Where this isn't possible students will be advised of the anticipated timescale.
- 5.7 Students raising a concern/informal complaint should keep a record of any action they take to resolve the complaint and keep copies of any relevant correspondence.

- 5.8 The member of staff who has received the concern/informal complaint should lodge the complaint by email to the Registry (registry@lipa.ac.uk) so a record can be kept. The email must contain the nature of the complaint and outcome – resolved or unresolved.
- 5.9 If it isn't possible to resolve the complaint locally then students can submit a Formal Complaint under the Formal Stage of the Student Complaints procedure (see section 6).

6. The Formal Stage

- 6.1 Where the complaint has not been resolved or satisfactorily dealt with locally, or where early resolution is not possible or suitable due to the character, complexity or seriousness of the case, then a student can submit a formal complaint. Students will be expected to provide details of their attempt to resolve the matter under the Early Resolution/Informal Complaint Stage (see section 5) and attach any relevant prior correspondence.
- 6.2 All formal complaints should be submitted by email to the Registry (registry@lipa.ac.uk) for the attention of the Registrar **within 60 working days of the alleged incident, matter or concern**. If preferred, a hard copy can be submitted to Registry, room 2.26. The student will be provided with an acknowledging receipt, normally **within 5 working days**.
- 6.3 The formal stage will be dealt with by people who have not been involved previously.
- 6.4 Students should complete all sections of the complaint form (appendix 1 – attached), clearly and concisely describing their concerns and summarising the key events with relevant dates. Failure to complete all sections of the form clearly and legibly may lead to a delay in responding to your complaint, or your complaint not being progressed.
- 6.5 Wherever possible, students need to provide appropriate evidence to support any allegations they make (evidence may include signed witness statements, letters, emails and any other relevant information) and provide details of their attempt to resolve the matter informally, where appropriate. Where a student fails to provide reasonable evidence to substantiate their allegations, we reserve the right not to progress the complaint further.
- 6.6 Students are also required to specify the desired outcome to their complaint.
- 6.7 On receipt of a formal Student Complaint, an initial assessment will be undertaken by the Registrar to determine whether the complaint meets the criteria i.e. whether the complaint is submitted within the specified time limits and whether there is reasonable evidence to substantiate the issues of complaint.
- 6.8 It is essential to be clear about exactly what is being investigated to ensure that all parties involved understand the purpose and scope of the investigation. At this point the student may be contacted for the following reason(s):
- A request for further information or clarification.
 - A meeting to clarify matters of procedure and issues of complaint.
- 6.9 Some complaints may require us to take particularly swift action. These may include, but are not limited to:

- complaints involving a threat of serious harm,
 - cases where the impact of the issues raised has detrimental consequences for the student's mental health or where the student displays significant distress,
 - complaints relating to disability support,
 - issues of serious and repeated service failure and/or significant delay,
 - issues of a highly sensitive nature.
- 6.10 If the complaint is formally progressed, an investigating officer will be appointed. This can be the Registrar, or an alternative member of staff can be nominated.
- 6.11 If the complaint is about a member of staff, there cannot be a conflict of interest for the staff investigating the complaint. When complaints are raised against staff it is essential that the investigation is conducted by an individual who is independent of the situation.
- 6.12 During the investigation the Investigating Officer may engage in the following to assist deciding on the case:
- Meet with the complainant and the respondent individually
 - Meet with witnesses
 - Convene a complaint panel to hear the case on both sides (See appendix 2 for details on the process to be followed).
- 6.13 The Investigating Officer will investigate the evidence presented and produce a written report detailing the outcome, which in the situation of more complex cases, may involve the convening of a panel to hear the case and to determine the final outcome. The Investigating Officer may wish to refer his or her findings to another member of senior staff for a second opinion or agreement. The report will outline the process followed, the information gathered, the conclusions drawn and any recommendations. The report will be shared with all parties involved.
- 6.14 Advance notice of the issues to be discussed at any meeting will be provided to enable any party to arrange for representation, to be accompanied or for appropriate adaptations to be made. It is advised that both complainant and respondent make their own notes of any meetings or communications outlining what was discussed and any outcomes.
- 6.15 We aim to provide a response **within 20 working days** of submission of the formal complaint. Should this not be the case, then students will be kept informed of any likely delay and the reasons for the delay, at the earliest opportunity.
- 6.16 Students will receive written notification of the outcome of their complaint from the Registrar (or nominee). This will include whether the complaint is upheld, upheld in part, or not upheld and any further action to be taken. This letter will also include a clear explanation and outline the reasons for the decision, as well as where and how to access further support.

7. Appeal Stage

- 7.1 Students have the right to appeal to the CEO/Principal on the grounds that the formal Student Complaint procedure stage has not been followed correctly or fairly.

- 7.2 The grounds for the appeal should be clearly stated in writing and sent with full supporting evidence, **within 10 working days** of the date of the Formal Stage outcome letter. The appeal should be sent to Registry (registry@lipa.ac.uk) preferably by email. If not, a hard copy can be submitted to the Registry, room 2.26.
- 7.3 The appeal will be considered by the CEO/Principal (or nominee) and an acknowledgement letter will be sent to the student **within 5 working days**.
- 7.4 The CEO/Principal (or nominee) will consider the appeal in light of the grounds for appeal as stated above. The Appeal Stage is not a re-opening of the complaint and will not consider the issues afresh or involve a further investigation.
- 7.5 New evidence will not be considered, unless the student can demonstrate valid reasons why they were unable to provide this evidence earlier in the process. If this is the case the CEO/Principal will determine if the new evidence provided warrants the case to be moved back to the formal stage.
- 7.6 If necessary, the CEO/Principal (or nominee) may contact the student and/or relevant staff in the Institute to clarify issues of appeal and matters of procedure.
- 7.7 The decision of the CEO/Principal (or nominee) is final and this represents the completion of our Complaints procedure. If the appeal is upheld, then the complaint will be referred back to the Formal Stage, and a new Investigating Officer will be appointed to approach the case and all evidence anew.
- 7.8 The student will be formally notified in writing of the decision, normally **within 20 working days** of submitting their appeal. This letter will include a clear explanation and outline the reasons for the decision, as well as where and how to access further support.
- 7.9 As mentioned in the introduction, all academic matters and academic appeals are not handled under this Complaints Procedure but come under LJMU's [Appeals Policy](#) instead, as they are our awarding body. However, we recognise there may be complaints that relate closely to something that LJMU has ultimate responsibility for. If that is the case, students who are dissatisfied with the outcome of the complaint have the option to refer the matter to Stage 3 of the LJMU Student Complaints Procedure. **In this case students will be signposted to the next stage at LJMU in their outcome letter and LJMU will issue the Completion of Procedures Letter once it has reviewed the complaint.** Details of this stage of the LJMU Student Complaints Procedure can be found in section 9 of the policy at: <https://www.ljmu.ac.uk/~media/sample-sharepoint-libraries/policy-documents/140.pdf?la=en>.
If students have any queries about the LJMU Student Complaints procedure, or for further advice on procedural matters, they can email the Student Governance Office at: StudentGovernance@ljmu.ac.uk.

8. Further Steps – The Office of the Independent Adjudicator for Higher Education (OIA)

- 8.1 The Office of the Independent Adjudicator for Higher Education (OIA) runs an independent scheme to review student complaints. LIPA is a member of this scheme. If you are unhappy with the outcome you may be able to ask the OIA to review your

complaint. You can find more information about making a complaint to the OIA, what it can and can't look at and what it can do to put things right if something has gone wrong here: <https://www.oiahe.org.uk/students>.

- 8.2 You need to have completed this Complaints Procedure before you complain to the OIA. We will send you a letter called a 'Completion of Procedures Letter' when you have reached the end of our processes and there are no further steps you can take internally. **If your complaint is not upheld, we will issue you with a Completion of Procedures Letter automatically. If your complaint is upheld or partly upheld, you can ask for a Completion of Procedures Letter if you want one.** You can find more information about Completion of Procedures Letters and when you should expect to receive one here: <https://www.oiahe.org.uk/providers/completion-of-procedures-letters>. The time limit for bringing a complaint to the OIA is 12 months of the date of the Completion of Procedures letter.

9. Additional Notes

- Where the Registrar is the respondent in a formal student complaint, another senior LIPA manager will be appointed to oversee the complaint procedure. This senior manager will be from outside the area of complaint and will have had no previous involvement in the issue or concern.
- Where the CEO/Principal is the respondent in a formal student complaint a letter should be written by the complainant to the secretary of LIPA's Council, who will determine together with the Council Chair how to progress the complaint. (Email and telephone contact details are available from the Registry.) If students want to appeal (as per section 7) a decision made by Council, they can do so by referring their complaint to LJMU's Student Complaints procedure first (see 7.9) and by approaching the Office of the Independent Adjudicator for Higher Education after that, if need be (see 8.1).
- It may be difficult to identify a staff member who is sufficiently removed from any earlier process to investigate or advise on a complaint. Where it is not possible to ask a staff member from another part of the Institute to take on this role, the student will be consulted so that they can help select someone in whom they have confidence.

Support

- All students that raise a concern, as well as all students/staff that are subject to a complaint, are treated fairly, with dignity and respect, and their wellbeing is properly considered. All complaints are taken seriously, and students will not be disadvantaged as a result of bringing a complaint. Appropriate support can be made available to help students and staff members through the process by contacting Student Support services (Student.Support@lipa.ac.uk).
- If a student complains about Student Support Services, we will aim to direct the student to other sources of (external) support.

Disabilities

- The general principles of this Complaints Procedure apply to all students. However, we recognise some disabled students may require additional support. Where complainants

or respondents indicate that they have a disability, reasonable adjustments will be made to enable their full participation in this procedure. These will be made on a case by case basis and possible adjustments will always be discussed with the student.

- All correspondence relating to the procedure can be provided in an accessible format.
- This Complaints Procedure allows flexibility where there is a genuine need and a representative will be permitted to speak on the student's behalf if the student might otherwise be at a disadvantage.
- Where disability or any other equality issue is material to a complaint (e.g. a complaint of discrimination), the panel may take advice from additional representatives independent of the complaint (e.g. LIPA's Student Support Manager, the Director of Administration and Personnel or a specialist organisation).

Appendix 1 – Formal Complaint Form

FORMAL COMPLAINT	
Name(s)*	
Programme(s)*	
Year of Study*	
Contact Address	
Mobile/Phone	
Email	
Nature of complaint (Continue on additional sheet if required)	
Outcome of Informal Resolution	
Reasonable Outcome Sought	
Supporting/other information (Continue on additional sheets if required)	
Reasonable adjustments required (disability) or any other specific needs	
Number of additional sheets (please staple and number)	
Signature	
Date	

Office Use Only

Receipt Stamp <div data-bbox="193 383 743 526" style="border: 1px solid black; height: 64px; width: 345px;"></div>	Received by	
	Received on	

*Where the complaint is from more than one student then a list of the complainants, programmes, year(s) of studies, with signatures should be attached.

Appendix 2 – Complaint panel process

Where convening a complaint panel is deemed necessary to consider a formal complaint, a panel will be constituted. The Complaints Panel will be chaired by the Registrar (or nominee), the Investigating Officer (if different), who will consider the case in conjunction with one other independent staff member. Fairness requires panels to be free of bias or any reasonable perception of bias, so the constitution of the panel will be carefully considered, and the panel should have had no direct or previous involvement in the matter. The Quality Manager will facilitate the Complaints Panel and advise the Panel on matters of procedure.

General Principles:

- The complainant should attend the panel meeting in person; (if this is impossible, some flexibility will be provided allowing alternative means of attending e.g. video call)
- The complainant will be given 5 working days' notice of a complaint panel meeting;
- The complainant can bring a friend to the meeting for support;
- Both parties can bring a representative to the meeting;
- All attendees will receive in advance, the composition of the panel, copy of evidence to be considered.

Panel Protocol

1. The Chair will open the hearing and summarise the roles of all parties present.
2. The Quality Manager will be present to advise the Panel on matters of procedure.
3. The Chair shall confirm to the parties the substance of the complaint.
4. The Chair will inform the student [the complainant] of their right to be accompanied by a friend should they arrive unaccompanied.
5. The Chair will ask the complainant to present his/her case in support of their complaint and to introduce any witnesses in support of the complaint.
6. The Panel may ask questions of the complainant and witnesses at any time.
7. Through the Chair, the Respondents may ask questions of the complainant and witnesses.
8. The Chair will ask the respondents to reply to the complaint and to introduce any witnesses in support of the response.
9. Through the Chair, the Complainant may ask questions of the Respondent and witnesses.
10. The Panel may ask questions of the Respondent and witnesses at any time.
11. After hearing both parties and following no further questions from the Panel, the Chair will ask the complainant to summarise their case.
12. The Chair will ask the Respondent to summarise their case.

13. The Chair will then adjourn the hearing to consider the evidence that the Panel have heard. They may at this stage choose to seek additional evidence or information from other parties. Should this be the case, all parties will be informed as to the nature of the enquiry.
14. Panel members will advise the Chair of their opinion of the case. Following this discussion, the Chair will act as final arbiter in the matter.
15. The Chair will announce their decision, either by calling the parties together or in writing. The outcome of the hearing will be confirmed in writing within five (5) working days of the decision. This will include notes of the meeting, setting out attendance, a brief outline of the proceedings, and the reasons for the decisions taken.

Appendix 3 – TEMPLATE Completion of Procedure letter

Please note - the format may be adjusted to meet the individual circumstances of a complaint provided that the key points below are included.

Dear [Name of complainant],

Completion of Procedures Letter

This letter confirms that the internal Complaints Procedure of the Liverpool Institute for Performing Arts in relation to your complaint regarding [please describe] have been completed.

The issues that you raised in your complaint were [details]

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

The final decision of the Liverpool Institute for Performing Arts is [detail] because [reasons].

Your qualification is awarded by Liverpool John Moores University, which has some responsibility for considering complaints about the overall quality or standards of your qualification. You have a right to refer your complaint to the relevant stage of the LJMU Student Complaints Procedure, but only once all our procedures have been completed. Details of the LJMU Student Complaints Procedure can be found at: <https://www.ljmu.ac.uk/about-us/public-information/student-regulations/student-complaints>. If you have any queries about the LJMU Student Complaints procedure, then please email the Student Governance Office at: StudentGovernance@ljmu.ac.uk.

Both The Liverpool Institute for Performing Arts and Liverpool John Moores University subscribes to the independent scheme for the review of student complaints. If you are dissatisfied with the outcome are able to apply for a review of your complaint to the Office of the Independent Adjudicator for Higher Education (OIA) provided that the complaint you take to the OIA is eligible under its rules.

Should you decide to make a complaint to the OIA, your OIA Complaint Form **must be received by the OIA within 12 months** of the date of this letter, that is, it must be received by the OIA **on or before** [insert date - e.g. if the Completion of Procedures Letter is dated 9 July 2020, this date should be 9 July 2021].

You can fill in the OIA's complaint form online or download a copy from the OIA website. <https://www.oiahe.org.uk/students/how-to-complain-to-us/>. The OIA also publishes *An Introduction to the OIA Scheme for Students*, which can be downloaded from <https://www.oiahe.org.uk/students/can-you-complain-to-us/>. Alternatively, you can telephone or write to the OIA for a form. **You should send a copy of this letter to the OIA with your OIA Complaint Form.**

Guidance on submitting a complaint to the OIA and the OIA Complaint Form can also be found on the OIA's website <https://www.oiahe.org.uk/students/how-to-complain-to-us/>.

Please note that the OIA will normally only review issues that have been dealt with through the provider's internal procedures.

Yours sincerely,

[Authorised signatory]

Appendix 4 – Glossary

Concerns – In this procedure "concern" is used to denote an issue, query or request for clarification that is raised locally by a student or students.

Council – LIPA's governing body, for full membership see <https://www.lipa.ac.uk/more-about-us/about-lipa/lipa-council-directors-and-members>

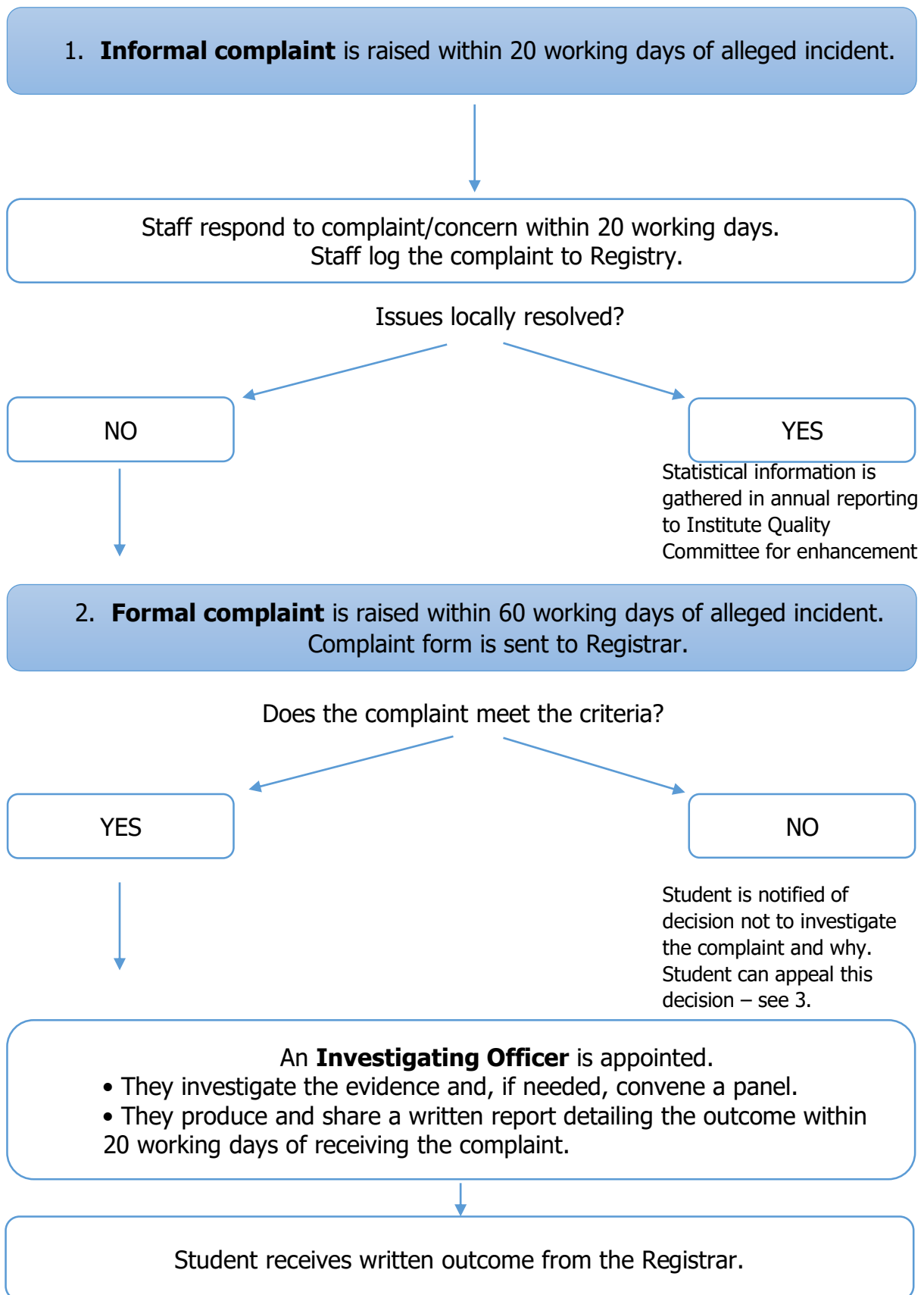
General Data Protection Regulation (GDPR) – A legal framework that sets guidelines for the collection and processing of personal information of individuals within the European Union (EU).

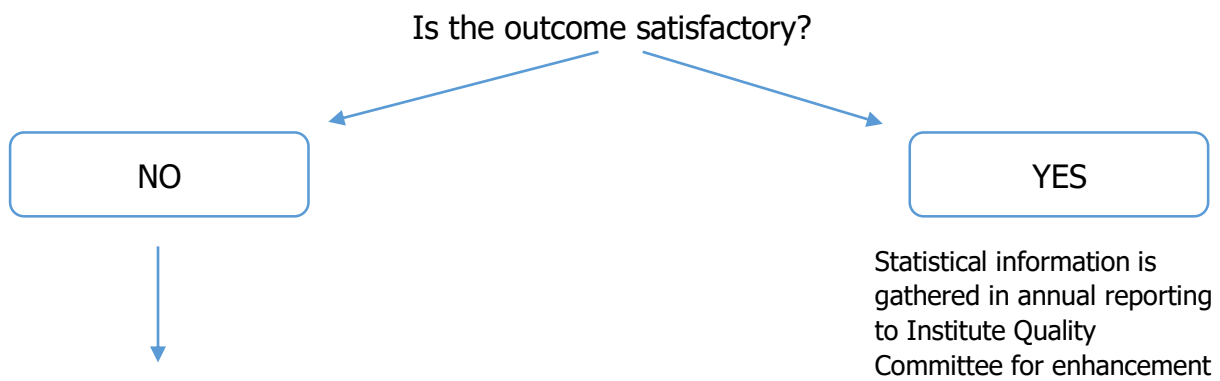
Office of the Independent Adjudicator (OIA) – A Company Limited by Guarantee and a registered charity which has been designated under the Higher Education Act 2004 to run the higher education student complaints scheme within England and Wales.

Quality Assurance Agency (QAA) – The HE Regulator's designated Quality Body is an independent body that checks on standards and quality in UK higher education. It conducts quality assessment reviews, develops reference points and guidance for providers, and conducts or commissions research on relevant issues.

Student's representative – An individual who is authorised by a student to act on the student's behalf in pursuit of a complaint. For more info, please refer to our '[Definition of a friend and representative in student governance procedures](#)'.

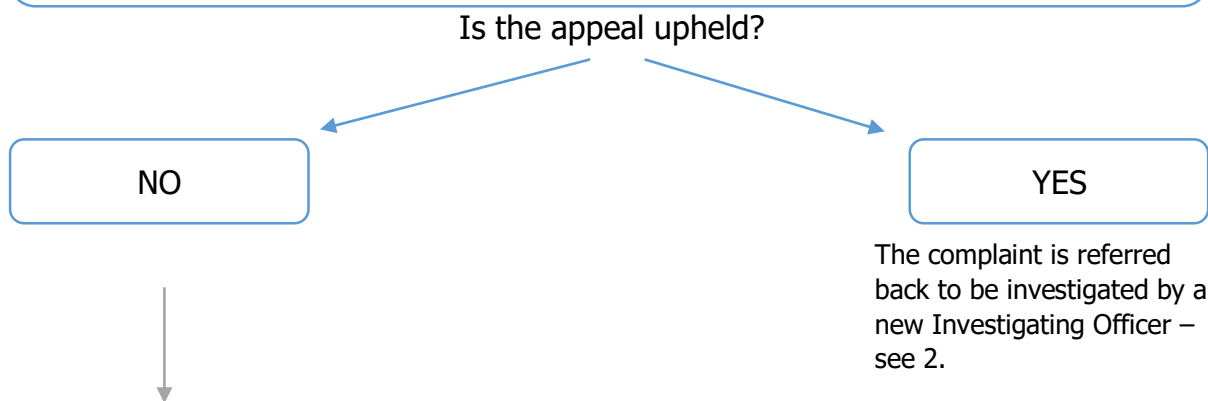
Appendix 5 – Complaints Procedure Flowchart





3. **Student can appeal** to the CEO/Principal within 10 working days of the outcome letter.

The appeal will be considered by the CEO/Principal (or nominee) and their decision is final. Student receives written outcome within 20 working days of submitting their appeal.



If the complaint is closely related to an academic matter, students may have a right to refer their complaint to the appeal stage of the LJMU Student Complaints Procedure.

We will send you a **Completion of Procedures Letter** when you have reached the end of our processes and there are no further steps you can take internally.

When all internal complaint and appeal procedures have been depleted, students can refer their complaint to the Office of the Independent Adjudicator.