



**ESCP Business School**

**London Campus**

**Student Complaints Procedure**

<b>Document title:</b> Student Complaints Procedure	
<b>Owner:</b> UK Director of Student and Academic Services	
<b>Approving body:</b> Academic Standards and Quality Committee	<b>Date of approval:</b> September 2021
<b>Version:</b> 1.1	<b>Next review date:</b> September 2022
<b>Supersedes:</b> 1.0	<b>Previous review dates:</b> September 2020

## **General**

If you encounter problems during your time at ESCP Business School, it is always best if you can address your complaint to the member of staff most directly involved in the event leading to the complaint, in order to give that person, the opportunity to address their concerns. We try first to find informal resolution by contacting a member of the Programme Office or our UK Director of Student and Academic Services Campus for advice in the first instance.

## **The Complaint Form**

The Complaint form should be used only if you have already tried to resolve the matter informally, but if you are not satisfied with the result this form should be submitted within 21 days of the written response to your initial complaint.

The form asks you to summarise your complaint. It also asks you to explain how you have tried to resolve the matter, why you remain unsatisfied, and what you would like to happen next. When completing the form, try to keep focused on the relevant facts, and on what you want to achieve. Remember that the person receiving your form is likely to have no prior knowledge of the issues.

Such a complaint will be handled at the level above that of the person dealing with the complaint in the previous exchange.

It is important that you include with your form written confirmation of the response to your initial complaint. If you do not have this, ask the person who dealt with your initial complaint to provide you with a written response. If you are sending copies of other documents or correspondence, make sure that they are directly relevant to your complaint and refer to them when filling in the form. Do not delay submitting the form, if you are waiting to obtain copies of particular supporting documents, but explain if some additional items will follow.

## **How will the complaint be managed?**

We take all student complaints with appropriate seriousness, sympathy and confidentiality although we expect you to help us by presenting the issues clearly and in a professional way and preferably indicate a satisfactory outcome.

You may be asked to clarify particular issues or answer questions as part of an investigation. While we aim to investigate complaints within 21 days, it may take longer depending on the nature and complexity of the issues. You will be informed if there are to be any unexpected delays.

If, after exhausting the School's internal complaint's procedure, you believe the School's response is not satisfactory, you can refer your appeal to the Office of the Independent Adjudicator for Higher Education (OIA). Further details can be found on the OIA website at [www.oiahe.org.uk](http://www.oiahe.org.uk)



## STUDENT COMPLAINT FORM

### 1. YOUR DETAILS (Please use BLOCK LETTERS)

<b>Full name:</b>	<b>Student ID number*:</b>
<b>Programme of study:</b>	
<b>Department:</b>	<b>Email:</b>
<b>Postal address:</b>	<b>Contact phone no.:</b>
<b>Stage of Complain:</b>	

### 2. COMPLAINT

Summarise the substance of your complaint, it is important for you to be as clear as you can and provide information which will help us to understand your complaint properly.

### 3. PREVIOUS ACTIONS

Explain here any efforts you have made to resolve the matter informally and why you are not satisfied with the response(s) you have received so far. Include with this form a copy of the last response you received, and copies of any other relevant correspondence.

### 4. OUTCOME

Please state below the outcome you are seeking and how you envisage your complaint might be resolved:

### 5. STUDENT DECLARATION

- I confirm that the information I have given is true and accurate to the best of my knowledge
- I have enclosed a copy of the last response I received and other relevant supporting documents

Signature:	Date:
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Please complete the form and email your programme coordinator(s).