



UNIVERSITY

Complaints and Appeals Policy

Reference	UOL(TBC)
Department	Governance, Policy and Compliance
Team	Central Secretariat
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University of London Complaints and Appeals Policy

1. POLICY STATEMENT

1.1 The University aims to provide a high quality experience to all its users. However, we

2.4 Additionally your Procedures should be:

Informative: Data on trends and issues and lessons learned from the use of these procedures should be used to improve the user experience, and the operational delivery of our services

Up to date and effective: The Policy and Procedures must be subject to regular review and consultation with relevant stakeholders. They should align with these w wo sona

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3.5 Staff with specific responsibilities. Some professional staff have specific responsibilities for or as part of the Procedures listed in annex A. These responsibilities include:

reading all relevant documentation, including relevant pronouncements and initiatives from government and sector-wide bodies, and understanding and acting on their requirements.

AnnexA

CONSOLIDATED SCHEDULE OF PROCEDURES

Procedure	Responsibility	Coverage	Users
Academic Appeals Procedure	Head of Student Casework and Resolution	Review of an exam board decision on a student's progression, assessment, and award	Students registered directly with the University of London
Student Complaints (Service Provision) Procedure (s)	Head of Student Casework and Resolution	Complaints about service provision, for example	

<p>Service User Complaints (Service Provision) Procedure</p>	<p>Director of Governance, Policy and Compliance</p>	<p>Complaints about service provision, from non-UoL student users if our services such as:</p> <ul style="list-style-type: none"> library visitors donors residents 	<p>All other users of the University's services</p>
<p>Harassment and Sexual Misconduct Procedure(s)</p> <p>NB: We currently have supporting guidance for students (and staff) on preventing and responding to harassment which directs to the new procedure for students and to appropriate grievance procedures for staff.</p>	<p>Director of Governance, Policy and Compliance</p>	<p>Complaints about harassment as defined section 26 of the Equality Act 2010 and section 1 of the Protection from Harassment Act 1997 (in its entirety, and as interpreted by section 7 of the Act). and/ or Sexual Misconduct as defined .by section 26(2) of the Equality Act 2010; and ii. assault as defined by the Sexual Offences Act 2003; and iii. rape as defined by the Sexual Offences Act 2003.</p>	<p>Students registered directly with the University of London.</p> <p>Students resident in University of London halls</p> <p>Students of Federation members using Senate House and Senate House Library</p> <p>Visitors</p> <p>Users of Senate House Library</p>
<p>FOI or Data Protection rights complaints</p>	<p>Head of Information Governance</p>	<p>Complaints about the management of requests under the Freedom of Information Act or the handling of data subject rights under the Data Protection Act 2018.</p>	<p>FOI – all members of the public</p> <p>Subject Access Request Handling anyone who has submitted a subject access request and whose personal data we process</p>

<p>Public Interest Disclosure 'Whistleblowing' Policy and Procedure*</p>	<p>University Secretary</p>	<p>Any disclosure which, in the reasonable belief of the person making the disclosure, tends to show one or more of the following:</p> <p>that a criminal offence has been committed, is being committed or is likely to be committed,</p> <p>that there is a failure or likely failure to comply with any legal obligation or with the Statutes, Ordinances and Regulations of the University</p> <p>that a miscarriage of justice has occurred, is occurring or is likely to occur,</p> <p>that the health or safety of any individual has been, is being or is likely to be endangered,</p> <p>that the environment has been, is being or is likely to be damaged, or</p> <p>that information tending to show any matter falling within any one of the preceding paragraphs has been, is being or is likely to be deliberately concealed</p>	<p>Any member of the University's staff</p> <p>Any current undergraduate or postgraduate taught student registered with the University.</p> <p>Any external members of the University's Board of Trustees or of its or other committees of the University.</p> <p>Anyone contractually connected with the University.</p>
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