

## **Student Complaints and Appeals Management Policy**

**1. Purpose** This policy outlines the procedures for managing and resolving complaints from students at the University of West London - RAK Branch Campus (UWL RAK). The aim is to ensure that complaints are handled in a fair, efficient, and transparent manner.

**2. Scope** This policy applies to all students of UWL RAK.

### **3. Principles**

#### **3.1. High Standards**

- UWL RAK is committed to maintaining high standards in the provision of courses, services, and facilities.
- We strive to address any issues promptly and effectively.

#### **3.2. Fairness and Objectivity**

- Complaints will be dealt with fairly and objectively.
- Complainants will not face any negative repercussions for submitting a complaint.

#### **3.3. Support and Guidance**

- The UWL RAK Student Welfare Office is available to guide and support stakeholders through the complaints procedure.

### **4. Complaints**

#### **4.1. Types of Complaints** Complaints can be about:

- Provision of academic services described in the University's publications, including teaching, content of courses or support for learning.
- Incorrect or misleading information about services provided by the University.
- Provision of other University services described in literature published by the University.
- Inappropriate behavior of a member of staff.
- Inappropriate behavior of a student.

Complaints cannot be about:

- Matters relating to examination and assessment procedures or academic appeals (see appeals regulations at [uwl.ac.ae/policies](http://uwl.ac.ae/policies)).

- Disciplinary issues (see Student Code of Conduct).
- Admissions procedures prior to enrollment (see admissions policy at [uwl.ac.ae/admissionpolicy](http://uwl.ac.ae/admissionpolicy)).
- Complaints about student accommodation not owned or controlled by the University (contact the relevant housing authority).

## 5. Complaints Procedure

### 5.1. Informal Complaints

- Try to resolve issues informally by talking to your module leader, Personal Tutor, or course leader.
- Complaints can be made orally or in writing within ten working days of a specific incident.
- The staff member will investigate or refer the complaint as appropriate and respond by email, normally within five working days.

### 5.2. Formal Complaints

Formal complaints are set out in three stages:

#### 5.2.1. Academic Complaints

1. **Module Leader:** Discuss your concern with your module leader.
2. **Course Leader:** If unresolved, escalate to your course leader.
3. **Deputy/Academic Dean:** If still unresolved, bring the complaint to the Deputy Dean or Academic Dean.
4. If further review is required and deemed within the University's remit, the complaint will be referred to UWL's Complaints Procedures. If not, UWL RAK will conduct the final review.

#### 5.2.2. Non-Academic Complaints

1. **Personal Tutor:** Consult your personal tutor for non-academic issues.
2. **Student Welfare:** If unresolved, seek assistance from the Student Welfare office.
3. **Senior Manager:** If still unresolved, escalate to a senior manager.
4. If further review is required and deemed within the University's remit, the complaint will be referred to UWL's Complaints Procedures. If not, UWL RAK will conduct the final review.

### 5.3. Resolution and Escalation

- Aim to resolve complaints at the earliest possible stage.
- If unresolved after following the initial steps, you may contact a higher authority if necessary.

## 6. Appeals Process

### 6.1. Grounds for Appeal

A student may appeal on one or more of the following grounds:

- Procedural error – Where the decision-making process was not conducted in accordance with University procedures, including administrative or clerical errors.
- Exceptional circumstances – If relevant personal circumstances that were not made known earlier for valid reasons could have affected the decision.
- Unreasonable decision – Where a panel’s decision is deemed manifestly unreasonable.

## **6.2. Appeals Process**

1. A student must submit a formal appeal to the UWL RAK in accordance with its Academic Appeals Procedure.
2. UWL RAK will assess the appeal based on the stated grounds.
3. If valid, the appeal will be reviewed by the relevant academic body.
4. The student will be notified of the final decision.

## **6.3. Appeals Not Permitted**

Appeals based solely on the following will be automatically rejected:

- Disagreement with academic judgment (e.g., grades, assessment outcomes).
- Retrospective exceptional circumstances without justifiable reason for the delay in disclosure.
- Vexatious or frivolous appeals.

## **7. Compliance and Reporting**

- UWL RAK will monitor and record complaints and appeals for internal quality assurance and reporting to the Global Partnerships Office.
- Compliance with this policy will be reviewed annually to ensure alignment with UWL parent campus policies.

## **8. Review and Amendments**

- This policy will be reviewed annually and updated as necessary to ensure it remains relevant and effective.

**9. Contact Information** For any questions or clarifications regarding this policy, please contact the Student Welfare Team at [studentwelfare@uwl.ac.ae](mailto:studentwelfare@uwl.ac.ae).