HE Non-academic Student Complaints Procedure

**Initial Stage**
Talk to those concerned. e.g. Academic Adviser, Course Rep, or Support Tutor

**ISSUE RESOLVED**

**Second Stage**
If not satisfactorily resolved write to the HE Pastoral and Admin Manager

**ISSUE RESOLVED**

**Final Stage**
If not satisfactorily resolved follow Carmel College Formal complaint procedure: https://connect.carmel.ac.uk/view.php?pid=549

**ISSUE RESOLVED**

**Final Stage**
If there is evidence that complaint was not handled properly or further remedy sought

**ISSUE RESOLVED**

Acknowledgment within 10 working days.

Investigation by HE Pastoral and Admin Manager

Decision in writing within 10 working days of investigation

Acknowledgment within 10 working days.

Final decision in writing within 20 working days of investigation

Have recourse to the Office of the Independent Adjudicator (OIA) Student Complaints Scheme https://www.oiahe.org.uk/students/how-to-complain-to-us/