

Student Complaints Policy and Procedures

2025-26

Index

<u>1.</u>	<u>Introduction</u>	<u>4</u>
<u>2.</u>	<u>Scope</u>	<u>4</u>
<u>3.</u>	<u>Applicability of this policy</u>	<u>5</u>
<u>4.</u>	<u>Relationship to other Procedures</u>	<u>6</u>
<u>5.</u>	<u>Responsibilities</u>	<u>7</u>
<u>6.</u>	<u>Advice</u>	<u>8</u>
<u>7.</u>	<u>Report and Support Services</u>	<u>8</u>
	7.1 Reporting Harassment and Sexual Misconduct	8
	7.2 Support through the process	8
<u>8.</u>	<u>Complaints Procedure</u>	<u>9</u>
	8.1 Informal Procedure: local resolution	9
	8.2 Formal Procedure: Stage 1	9
	8.3 Formal Procedure: Stage 2	10
<u>9.</u>	<u>Completion of Procedures</u>	<u>11</u>
<u>10.</u>	<u>Remedies</u>	<u>12</u>
<u>11.</u>	<u>Referrals</u>	<u>12</u>
<u>12.</u>	<u>Confidentiality and information use</u>	<u>12</u>
<u>13.</u>	<u>Related regulations, policies and procedures</u>	<u>13</u>
<u>14.</u>	<u>Review of the Student Complaints Policy and Procedures</u>	<u>13</u>
	<u>Appendix 1: Student Complaint Form</u>	<u>14</u>
	<u>Guidance Notes</u>	<u>14</u>
	<u>Appendix 2: Student Complaint Appeal Form</u>	<u>17</u>
	<u>Guidance Notes</u>	<u>17</u>
	<u>Appendix 3: Student Complaint Procedure</u>	<u>20</u>

Committee Approval

Committee	Committee Action	Date
QAEC	Recommend approval	19 July 2023
Academic Committee	Approved	26 July 2023
	Date in force	1 August 2023
QAEC	Recommended Approval	19 June 2024
Academic Committee	Approved	26 July 2024
	Date in force	07 August 2024
QAEC	Recommended Approval	18 June 2025
Academic Committee	Approved	20 June 2025
	Date in force	1 August 2025

The Student Complaints Policy and Procedures will be reviewed annually by the Document Lead. Any significant changes beyond the scope of an annual review will require the approval of the Academic Committee acting on recommendation from the Quality Assurance and Enhancement Committee.

1. Introduction

At Bloomsbury Institute, we are committed to providing our students with a transformational and high-quality educational experience within an inclusive academic community which promotes learning and personal development for all, and within which they will develop into independent and critical learners, achieve their full potential, and make valuable contributions to society. It is, therefore, important to us to provide a mechanism that students can use to address any issues that they feel might prevent or be preventing us from providing a supportive and positive student experience. This Student Complaints Policy and Procedures provides such a mechanism.

It is our policy to resolve as quickly and fairly as possible, any complaint that is made by a student about their course; a service provided by Bloomsbury Institute or a third party on behalf of Bloomsbury Institute, including our external consultants; their treatment by another student; or their treatment by a member of our staff; or their treatment by a third party.

Our policy draws on guidance from the [Office of the Independent Adjudicator \(OIA\)](#)¹, the [OfS Conditions E6](#)² and the [Quality Assurance Agency \(QAA\)](#)³.

For the purposes of this policy, students are defined as those enrolled with us, including students on an interruption of study, temporary withdrawal or temporary exclusion or suspension. Former students may also submit a complaint provided that the complaint relates to a matter which occurred whilst they were a student, and they comply with the timescales for the submission of complaints set out below.

This policy does not apply to applicants; any applicant complaints are covered under our [Admissions Policy](#)⁴.

2. Scope

This Student Complaints Policy and Procedures applies to complaints:

- From students about their educational experience, including failure on the part of Bloomsbury Institute to meet obligations outlined in the Student Handbook.
- About a service provided by Bloomsbury Institute or a third party on behalf of Bloomsbury Institute.
- About misleading or incorrect information in prospectuses or promotional material.
- Concerning discrimination by Bloomsbury Institute on the grounds of sex, race, nationality, ethnic or national origin, religious or political beliefs, disability, marital status, social background, family circumstance, sexual orientation, gender reassignment or age.
- About the behaviour of a member of staff towards a student. Expectations around behaviour are set out in our [Dignity and Respect Policy](#)⁵, our [Equality, Diversity and Inclusion Policy](#)⁶ and our [Personal Relationships Policy](#)⁷. The latter sets out our position on intimate personal relationships between staff and students, providing the

¹ <https://www.oiahe.org.uk/resources-and-publications/good-practice-framework/>.

² <https://www.officeforstudents.org.uk/for-providers/student-protection-and-support/harassment-and-sexual-misconduct/condition-e6-harassment-and-sexual-misconduct/>

² <https://www.qaa.ac.uk/the-quality-code>

⁴ <https://www.bil.ac.uk/qem/section-3/>

⁵ <https://www.bil.ac.uk/qem/section-3/>

⁶ <https://www.bil.ac.uk/qem/section-3/>

⁷ <https://www.bil.ac.uk/qem/section-3/>

procedures that will be followed, and the support and protection that will be provided to those raising a concern - such complaints may be received under this procedure but considered in line with our staff disciplinary procedures at the discretion of Bloomsbury Institute.

- Relating to harassment (of any kind) and sexual misconduct. [Student Harassment and Sexual Misconduct Policy](#)⁸ clearly outlines what constitutes sexual harassment, sexual misconduct and consent. Such complaints may be received under this procedure but dealt with in line with our student or staff disciplinary procedures.
- About the behaviour of a student or students, such complaints may be considered in line with our [Student Disciplinary Policy and Procedures](#)⁹ at the discretion of Bloomsbury Institute.
- From a student who believes they have suffered an injustice as a result of action taken or not taken by Bloomsbury Institute or on behalf of Bloomsbury Institute.

The above list is not intended to be exhaustive and, where appropriate, complaints about other matters will be considered under this Student Complaints Policy and Procedures.

3. Applicability of this policy

It should be noted that we deliver undergraduate and postgraduate degrees which are developed and taught by us, but validated by our academic partner, the awarding body. Depending on the nature of a student's complaint, in some circumstances we may need to refer the complaint to the awarding body. In these circumstances, the awarding body's procedures may apply.

In the event of a complaint being made by one of our students about the awarding body policies and procedures to which they are subject, we would aim to resolve the complaint locally through both our informal and formal procedures before referring the student to the awarding body procedures with regards to complaints.

Students wishing to make a complaint about our awarding body should consult with the Academic Administration Team in Registry via academic.admin@bil.ac.uk in the first instance, who will be able to advise or seek further information as to whose complaints policy should be followed.

The principles which underpin this Student Complaints Policy and Procedures are:

- Students will not suffer a disadvantage as a consequence of making a genuine complaint.
- Group complaints can be submitted and will be considered; a nominee will be required to act as the spokesperson for the complaint. Bloomsbury Institute will seek to resolve complaints as quickly as possible and to find resolutions which are in general, reasonable and acceptable.
- Students will be allowed reasonable time to seek guidance and assistance in connection with any aspect of the complaints process.
- All parties are expected to make reasonable efforts to resolve matters on an informal basis before moving to the formal stages of the process.
- Any investigations undertaken as part of the formal complaints process will be conducted by individuals who have no prior knowledge of the student's complaint.

⁸ <https://www.bil.ac.uk/qem/section-3/>

⁹ <https://www.bil.ac.uk/qem/section-3/>

- Students have the right to be accompanied by a relative, friend or a member of the Student Guild, who is not acting in a legal capacity, at any meeting arranged to discuss the complaint (see Section 7 below).
- All parties to a complaint will be kept informed at all stages of the progress of any investigations into the matters raised and will be informed in writing of the outcome of the process, the reasons for any decisions taken and any proposed remedies, where appropriate.
- Bloomsbury Institute will deal with complaints on a confidential basis, but students should recognise that it may be necessary to disclose details of a complaint to other persons or organisations for the purposes of investigating the complaint and seeking an effective resolution, where appropriate.
- Where matters are within our control, we will ensure that appropriate remedial action is taken to resolve a complaint including addressing aspects of its operations which are identified through the complaints process as requiring improvement.
- Where there is a reported disclosure received via our Report and Support Services [link] or made by other means, we will not take actions such as investigating the disclosure, initiating disciplinary or other formal proceedings (including litigation) or passing information on to third parties in order to take the report further unless: (a) you have made a named report; and (b) you agree to this action. The only exception to this would be where there are safeguarding concerns or risk to self and/or others. Please see our guidance notes on duty of care [link].
- There are certain circumstances in which Bloomsbury Institute may take action even where: (a) an anonymous report is received (in which case action will be taken on a 'no names' basis); or (b) you have made a named report, but you do not wish to take your report further. This is usually where there are safeguarding concerns or risk to self and/or others. Please see our guidance notes on duty of care [link].
- Where the allegation constitutes criminal behaviour, the Principal and Chief Executive Officer, or Deputy Chief Operating Officer would inform the police.

4. Relationship to other Procedures

Students who are enrolled on one of our degree courses, and who wish to make a complaint about academic decisions made by us and/or the Awarding body, should appeal under the relevant university's procedures.

Complaints about Bloomsbury Institute's admissions process are dealt with under our [Admissions Policy](#)¹⁰.

Bloomsbury Institute's [Student Disciplinary Policy and Procedures](#)¹¹ covers general matters of misconduct, including harassment and sexual misconduct. Complaints about student behaviour which constitutes a disciplinary offence will be dealt with under the [Student Disciplinary Policy and Procedures](#)¹² rather than the Student Complaints Policy and Procedures.

Where it would be appropriate, student complaints about the behaviour of a member of staff may be referred for consideration under the Staff Disciplinary Procedure at any stage during the process.

It is anticipated that most complaints will be made by individual students, however, complaints from groups of students will be considered. The individuals within the group should confirm in writing their support for the complaint and identify one person who will act as spokesperson for the group and be

¹⁰ <https://www.bil.ac.uk/qem/section-3/>

¹¹ See <https://www.bil.ac.uk/qem/section-3/>

¹² <https://www.bil.ac.uk/qem/section-3/>

the group's correspondent for the complaint. Complaints made by a third party on behalf of a student can be made using the Report and Support Services [link]

For anonymous complaints and where identifiable information is provided, there are certain circumstances in which Bloomsbury Institute may take steps such as investigating the complaint or initiating disciplinary proceedings (in which case action will be taken on a 'no names' basis). This is usually where there are concerns for the safety of the person making the complaint or another person's safety. Please see our duty of care guidance [link] and confidentiality notes [link] for more information on this point. The information provided anonymously will help us to provide better support to others and inform prevention work across Bloomsbury Institute.

Complaints about Bloomsbury Institute's Student Guild or members of staff within the Guild are not covered by this policy. Students wishing to make a complaint about the Guild should follow the procedures set out in the [Student Guild Member Complaints Procedure](#)¹³.

5. Responsibilities

We will ensure that each party involved in a complaint is given an equal opportunity to present their case.

All parties involved in a complaint are expected to act courteously, fairly and reasonably towards each other and to comply with the requirements of the procedures by completing complaints documentation, adhering to any deadlines (where possible), responding appropriately to any requests for information or attendance at meetings and undertaking any reasonable action required in pursuance of a satisfactory remedy.

We will investigate all complaints brought under the formal part of the procedure. However, we reserve the right to refuse to consider any student complaints which are thought, after initial investigation, to be unreasonable, vexatious or malicious. Examples of such complaints include:

- Complaints that are obsessive, harassing or repetitive
- Insistence on pursuing complaints that have no merit or where the outcomes expected by the student are unreasonable or unrealistic
- Insistence on pursuing complaints (which may have some merit) in an unreasonable manner
- Complaints which are driven by a desire to cause disruption or annoyance

If a complaint from a student is felt to fall into any of the above categories, we will write to the student to explain our reason for ceasing consideration of the complaint. We may also refer the matter to our [Student Disciplinary Policy and Procedures](#)¹⁴ which may result in the imposition of a disciplinary penalty. Should we decide to take this measure, we will also provide the student with details of how to appeal against this decision.

In the case of complaints by students about staff, we will provide appropriate support to help both the student and staff member through the process.

We will report on the operation of this Student Complaints Policy and Procedures to relevant committee(s) and the Board where necessary, in order to ensure its processes are working as intended and are in the best interests of students and the institution. Anonymised summaries of student complaints and how they have been managed will be presented, from time to time, to relevant committees.

¹³ See www.bil-guild.org/policies/

¹⁴ See <https://www.bil.ac.uk/qem/section-3/>

6. Advice

All students are entitled to impartial and confidential advice; if a student wishes to discuss a matter that they feel is sensitive in any way, then our Centre for Student Engagement, Wellbeing and Success should be approached to direct the student to appropriate advisory services. This might include an informal referral to a member of our Equality, Diversity and Inclusion Committee. Alternatively, students may prefer to approach the Student Staff Liaison Manager at sslm@bil.ac.uk, or the Guild Manager at guild.manager@bil.ac.uk, who can also provide advice on appropriate support mechanisms.

Students with mental health conditions will be advised of specific support services available to them both within Bloomsbury Institute and externally. If we feel that the student is unable to engage effectively with the complaints procedure, we may, exceptionally, recommend that the student appoints a representative. Alternatively, we may recommend that consideration of the complaint be suspended until the student has accessed appropriate support.

7. Report and Support Services

7.1 Reporting Harassment and Sexual Misconduct

Bloomsbury Institute seeks to provide a learning environment for our students that is free from harassment and sexual misconduct, bullying and discrimination of any kind. You can report harassment and sexual misconduct for yourself or someone else either named or anonymously using our Report and Support Services [link]. Students can also raise any concerns that they may have or incidents they have experienced or witnessed with whoever in the Institute they feel most comfortable doing so as stated in the [Student Harassment and Sexual Misconduct Policy](#)¹⁵.

Intimate personal relationships are not permitted between students and staff. Where one already exists, it must be declared by staff. Students can report any harassment or sexual misconduct; it will not involve the member of staff with whom they have an intimate personal relationship. Any reports made will not impact academic results or result in negative references due to the actual or potential conflict of interest or abuse of power.

Where a relationship has not been declared by staff, students are still able to report and seek support for harassment or sexual misconduct that occurs within the relationship with a staff member. There will be no penalty for this, and they will be protected from retaliation by the staff if there is a report.

Where there is a named report of harassment and sexual misconduct and the alleged perpetrator is named, that information is used to identify both the reporting and the reported. We may need to disclose details of a report of harassment and sexual misconduct where there is a safeguarding issue or depending on the situation but that would only be done if it is safe to do so. The Student Violence Liaison Officer (SVLO) will be in contact with the reporting party within 5 working days of the report and information will be shared with relevant parties as necessary within a maximum of 10 working days of the report. Any changes to the timeline will be communicated to the relevant parties.

7.2 Support through the process

We have two trained Sexual Violence Liaison Officers (SVLOs) who support students who have alleged and/or experienced harassment or sexual misconduct, those who are alleged or actual perpetrators and those who have witnessed an offence.

7.2.1 Academic support

The SVLOs provide relevant academic support, such as processes for mitigating circumstances, extensions to support with assessment. We do our best to ensure academic engagement, where possible and appropriate, for any student involved in an investigation where a student wishes to continue studying. This includes but not limited to changes to assessment arrangement. The Deputy

¹⁵ <https://www.bil.ac.uk/qem/section-3/>

Principal will be responsible for any academic changes within the academic regulations of our validating partner.

7.2.2 Practical support

The SVLOs provide those who have alleged and/or experienced incidents of harassment or sexual misconduct, witnesses, and/or alleged or actual perpetrators with sufficient information to understand the decisions made about a report and the reasons for them. To avoid any conflict of interest the SVLO supporting the reporting cannot also support the reported.

8. Complaints Procedure

8.1 Informal Procedure: local resolution

Students should try to resolve matters of concern informally first through approaches to appropriate personnel such as Tutors, Course Leaders, Heads of Schools, Heads of Division or Heads of Departments, where appropriate. In many instances, these people will be best placed to respond to the complaint and to resolve it quickly and effectively. If the complaint is not satisfactorily resolved after this discussion, the student has the right to address the issue through the formal stages of the process.

The relevant staff member involved in the informal procedure will make informal notes about the concern, the decision reached, and brief details of what was communicated to the student. They may choose to send this to the student as a record of their conversation. This information can then be made available to those dealing with any formal complaint should the student decide to make one.

8.2 Formal Procedure: Stage 1

The Formal Procedure: Stage 1 is used where a student is dissatisfied with the outcome of the informal procedure, or where informal procedures are not suitable due to the nature, complexity or seriousness of the case.

The formal stages begin when a student makes a complaint in writing by completing the published Student Complaint Form (see Appendix 1). The form can be accessed through our website or by clicking on [Student Complaints Form](#)¹⁶. Subject to Section 6 above, the completed form, together with any written evidence, should be sent to the Deputy Chief Operating Officer.

An Investigating Officer will be appointed by the Deputy Chief Operating Officer, to handle the complaint. Written evidence may include independent medical evidence, reports by professionals, financial information or witness statements. The Deputy Chief Operating Officer will log the complaint and issue an acknowledgement of receipt to the student and forward the form and any written evidence to the appropriate Head of Division or Head of Department.

If the complaint relates to the Deputy Chief Operating Officer, or Registry, the complaint should be forwarded to the Deputy Principal, who will appoint a Head of Division or Head of Department to undertake the Deputy Chief Operating Officer's review. The Head of Division or Department appointed will have no prior knowledge of or involvement with the student's complaint.

An investigation into the complaint will be undertaken promptly by the Head of Division or Head of Department, or by a person nominated to act on their behalf as an independent investigator. In the interests of transparency, the student will be informed who will be investigating their complaint. To investigate the complaint, the independent investigator may need to request further information from the student and so may ask to meet with them.

The Head of Division or Head of Department will provide a written response to the parties involved, where appropriate, within 10 working days of the completion of any investigation, if possible. This should be completed no later than 20 working days after the receipt of the completed complaint form, where

¹⁶ <https://www.bil.ac.uk/qem/section-3/>

possible. If it is not possible to complete the investigation within this time period, the student will be advised in writing of the reasons for the delay together with a deadline by which it is expected that the investigation will be completed. Following completion of the investigation, the written response sent to the student will outline the process followed, the information gathered, the conclusions drawn and any remedies proposed. If the complaint is not upheld, the letter will explain why there are no grounds to take the matter further and that no action will be taken. The written response will be accompanied by copies of the information considered and a copy of the investigation report.

A record will be kept by the Deputy Chief Operating Officer of all formal complaints received and a copy of each written response of the Head of Division or Head of Department will be forwarded to the Deputy Chief Operating Officer on the same day that it is issued to the student. No records will be held on the student's file. If the complaint is about Registry or the Deputy Chief Operating Officer, the Deputy Principal will keep a record of all formal complaints.

If the student is satisfied with the written response of the Head of Division or Head of Department, the complaint is deemed to be resolved. If the student is not satisfied with the written response, they may refer the matter to Stage 2 of the Student Complaints Policy and Procedures. The student will be given information on how to proceed to Stage 2 of the Procedures, the deadline for doing so and where to access support within the written response from the Head of Division or Department referred to above.

8.3 Formal Procedure: Stage 2

The Formal Procedure: Stage 2 is where the student can appeal within Bloomsbury Institute for a review of either the process of the formal complaint to ensure that appropriate procedures were followed or the decision on the basis that it was perceived to be unreasonable.

In order to invoke Stage 2 of the formal Student Complaints Policy and Procedures, the student must complete the published [Student Complaint Appeal Form](#)¹⁷ (see Appendix 2). The completed form together with any written evidence should be sent to the Deputy Chief Operating Officer within 15 working days of the date of the Stage 1 outcome letter, clearly outlining the reasons for taking matters to Stage 2.

Within 15 working days from receipt of the Student Complaint Appeal Form, the Deputy Chief Operating Officer will review the complaint and the associated evidence. Further evidence may be requested at this stage. The outcome of the review will find either:

- that there are no grounds for taking the matter further - if this is the case, the Deputy Chief Operating Officer will advise the student accordingly in writing; **or**
- that there are grounds for consideration and further investigation, where appropriate if this is the case, a Student Complaints Appeal Panel will be convened in a timely manner by the Deputy Chief Operating Officer to hear the complaint.

If the complaint relates to the Deputy Chief Operating Officer, or Registry, the complaint should be forwarded to the Deputy Principal who will appoint another Head of Division or Head of Department to undertake the Deputy Chief Operating Officer's review. The Head of Division or Department appointed will have no prior knowledge of or involvement with the student's complaint.

The membership of the Student Complaints Appeal Panel will consist of a Head of Division or Head of Department, who will chair the hearing, and one member of staff from a different division or department to that of the Chair. None of the staff will have prior knowledge of or involvement with the student's complaint. All members of the Panel will have received the OfS E6 Investigation and panel training, equality and diversity training as well as training on unconscious bias and will be asked to re-read Bloomsbury Institute's Unconscious Bias Guidance Notes to assist them in their respective roles.

The student will be invited to attend the hearing and will be given adequate notice of both the date of the hearing and composition of the Panel. In addition, the student can expect to receive a copy of the

¹⁷<https://www.bil.ac.uk/qem/section-4/> <https://www.bil.ac.uk/student-services/forms/>

information to be considered at the hearing. The proceedings and outcome of the hearing will be minuted by a member of the Quality Team.

The student will have the right to be accompanied by a representative. The representative may be a friend or relative or a member of the Student Guild who is not acting in a legal capacity. The role of this person is to support and advise the student. Where appropriate, the representative may speak in support of the student. However, it is expected that the student will speak for themselves during the hearing.

Students with mental health conditions will be advised of specific support services available to them both within Bloomsbury Institute and externally. If we feel that the student is unable to engage effectively with the complaints procedure, we may, exceptionally, recommend that the student appoints a representative. Alternatively, we may recommend that consideration of the complaint be suspended until the student has accessed appropriate support.

The outcome of the hearing, including minutes of the hearing will be sent in writing to all parties within 20 working days of the hearing, as appropriate.

The decision of the Panel will be final and will be the end of our internal procedures.

9. Completion of Procedures

The Stage 2 hearing forms the final stage of Bloomsbury Institute's Student Complaints Policy and Procedures and we will issue the student with a Completion of Procedures letter at this point. The student then has the right to take their case to the [Office of the Independent Adjudicator¹⁸](#) (OIA) and / or the Awarding body subject to the considerations outlined below.

The Office of the Independent Adjudicator for Higher Education (OIA) runs an independent scheme to review student complaints. Bloomsbury Institute 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/appeal/disciplinary case etc. You can find more information about making a complaint to the OIA, here: <https://www.oiahe.org.uk/students>.

You normally need to have completed this 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 case is not upheld, we will issue you with a Completion of Procedures Letter automatically. If your case 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 [from the OIA](#).

Students must make their complaint to the OIA within 12 months of completing this procedure. The 12-month period will normally run from the date of the Completion of Procedures Letter.

We will fully comply with any judgement made by the OIA where the complaint relates to Bloomsbury Institute.

The position outlined in Section 8 above is true in all cases other than where the complaint is in relation to Awarding body *policies and procedures*. In the case of the latter, we will not issue a Completion of Procedures letter upon completion of Stage 2 as it is at this point that we are required to refer the student to the Awarding body's policy [Wrexham University Complaints Procedure¹⁹](#) and [University of Northampton Complaints Procedure²⁰](#). It is only when the Awarding body has exhausted its procedures in relation to a complaint of this nature that it will issue the Completion of Procedures letter and refer the student to the OIA.

¹⁸ <https://www.oiahe.org.uk/>

¹⁹ <https://wrexham.ac.uk/academic-regulations-policies-and-procedures/>

²⁰ <https://www.northampton.ac.uk/about-us/governance-and-management/management/university-policies-procedures-and-regulations/complaints-form/>

10. Remedies

Remedies for complaints include, but are not limited to, an apology, a clear explanation of the events or context that led to the incident in question, or alterations to a process or to a service provided by Bloomsbury Institute. Bloomsbury Institute seeks to ensure that any remedies proposed are reasonable and appropriate to the nature and circumstances of the complaint.

11. Referrals

Bloomsbury Institute reserves the right to refer complaints at any stage to an alternative means of resolution, including to a mediation process, if it is considered to be in the best interests of the timely and effective resolution of the complaint.

Exceptionally, with the agreement of the student and of staff concerned, complaints may be referred to one of the formal stages in the process omitting earlier informal or formal stages if it is considered to be in the interests of the timely and effective resolution of the complaint. Such complaints might include those involving a threat of serious harm, those where the impact of the issues raised has detrimental consequences for the student's mental health, those relating to disability support, issues of a highly sensitive nature etc.

12. Confidentiality and information use

We will gather information sensitively and deal with all complaints on a confidential basis but may need to disclose details of a complaint to other persons or organisations in order to investigate the complaint and seek an effective resolution. For example, we may need to inform any person named in a complaint of the substance of the complaint so that they can exercise their right to reply as part of the investigation. In addition, we may need to divulge information to meet UK General Data Protection Regulation (UK GDPR) requirements.

Where a student has made a complaint about another student or a member of staff, we will notify the student bringing the complaint of the outcome. However, it may not be appropriate for us to share specific details affecting the other student or staff member, particularly where disciplinary action is being taken. It is equally important that the student bringing the complaint also respects the need for confidentiality throughout the complaints process. Where confidentiality is breached the [Student Disciplinary Policy and Procedures](#)²¹ may be invoked.

²¹ See <https://www.bil.ac.uk/qem/section-3/>

13. Related regulations, policies and procedures

Internal

- Data Protection and Confidentiality Policy
- Admissions Policy
- Personal Relationship Policy
- Student Harassment and Sexual Misconduct Policy
- Student Disciplinary Policy and Procedures
- Student Guild Bye-Law Complaints Disciplinary

External

- Awarding body student complaints policy
- Awarding body assessment and feedback policy
- UK General Data Protection Regulation (UK GDPR)

14. Review of the Student Complaints Policy and Procedures

The Student Complaints Policy and Procedures will be reviewed annually by the Document Lead. Any significant changes beyond the scope of an annual review will require the approval of the Academic Committee acting on recommendation from Quality Assurance and Enhancement Committee.

Appendix 1: Student Complaint Form

Guidance Notes

Before completing this form, you should read Bloomsbury Institute's Student Complaints Policy and Procedures. We encourage you to try to resolve your complaint with the relevant Tutor, Course Leader, Heads of Schools, Head of Division or Head of Department **before** you move to the formal stages of the complaints procedure (i.e. submission of this form). If you have not raised your concern 'informally' yet, please do so before completing this form.

Please note, there is also our Report and Support Services available [link] to report Harassment and Sexual Misconduct, whether it happened to you or someone else.

Please note that all sections must be completed before we can consider your complaint/group complaint.

Section 1 - Your personal details

First name:
Surname:
Student ID Number:

Section 2 - Your contact details

Address:
Postcode:
Email address:
Daytime telephone number:

Section 3 - Your complaint

If relevant, which Division/Department or area is the subject of your complaint?

--

1. Person to which the complaint relates

If relevant, which student or member of staff is the subject of this complaint?

--

2. Details of complaint

Please outline details of your complaint below and attach any separate information that you feel is relevant to your complaint.

3. Steps taken so far

Please explain what steps you have taken to resolve your complaint so far. (Please enclose copies of any letters or emails relating to your complaint).

4. Reason for dissatisfaction

Please explain why you are not satisfied with the response you have received.

5. What will resolve the complaint?

What would you like Bloomsbury Institute to do to resolve your complaint? (i.e. what reasonable solution(s) are you looking for?)

Your declaration and signature

I confirm that the information given on this form is true and correct and in submitting this form I understand that Bloomsbury Institute:

- May need to share information with other persons or organisations as part of any investigation to resolve my complaint, as appropriate
- Will deal with any complaint that it believes to be malicious and unfounded under the provisions of its Student Disciplinary Policy and Procedures.

Signed

Date

Please send all documents/papers, including this form by post to:

**Deputy Chief Operating Officer
Student Complaints
Bloomsbury Institute
7 Bedford Square
London
WC1B 3RA**

Or by email to: deputycoo@bil.ac.uk

In the case where the complaint relates to the Deputy Chief Operating Officer or the Registry Department, send your complaint to:

**Deputy Principal
Student Complaints
Bloomsbury Institute
7 Bedford Square
London
WC1B 3RA**

Or by email to joan.omahony@bil.ac.uk

Please keep a copy of the completed complaint form and any associated documents for your own records.

Appendix 2: Student Complaint Appeal Form

Guidance Notes

Before completing this form, you should read Bloomsbury Institute's Student Complaints Policy and Procedures. You must only use this form to appeal against the outcome of a formal complaint you have submitted to Bloomsbury Institute under Section 8.3 of our [Student Complaints Policy and Procedures](#).

You must attach a copy of the letter issued by Bloomsbury Institute responding to your formal complaint and complete all sections on this form before we can consider your appeal.

Please note, there is also our Report and Support Services available [link] to report Harassment and Sexual Misconduct, whether it happened to you or someone else.

1. Section 1 – Your personal details

First name:
Surname:
Student ID Number:

2. Section 2 – Your contact details

Address:
Postcode:
Email Address:
Mobile number:

3. Section 3 – Your complaint

If relevant, which Division/Department or area is the subject of your complaint?

--

If relevant, which student or staff member is the subject of your complaint?

--

Please clearly outline the reasons for your appeal below and attach any separate information that you feel is relevant to your appeal.

Please explain why you are not satisfied with the response you have received to your formal complaint.

What would you like Bloomsbury Institute to do to resolve your complaint (i.e. what reasonable solution(s) are you looking for?)

4. Section 4 – Your declaration and signature

I confirm that the information given on this form is true and correct and in submitting this I understand that Bloomsbury Institute:

- May need to share information with other persons or organisations as part of any investigation to resolve my complaint or appeal, as appropriate.
- Will deal with any complaint or appeal that it believes to be malicious and unfounded under the provisions of its Student Disciplinary Policy and Procedures.

Signature _____

Date _____

Please send all documents/papers, including this form by post to:

**Deputy Chief Operating Officer
Student Complaints
Bloomsbury Institute
7 Bedford Square
London
WC1B 3RA**

Or by email to: deputycoo@bil.ac.uk

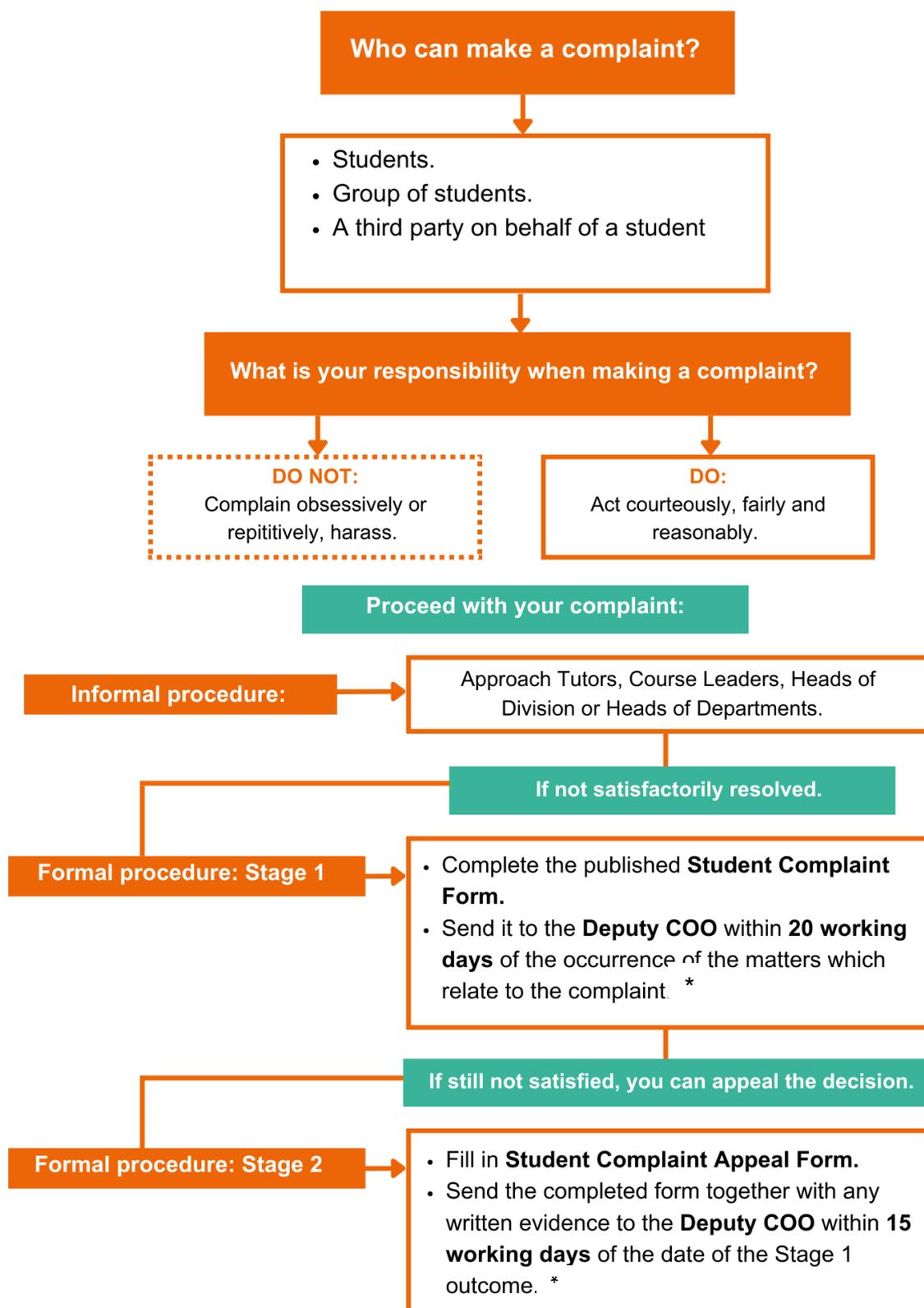
In the case where the complaint relates to the Deputy Chief Operating Officer or the Registry Department, send your complaint to:

**Deputy Principal
Student Complaints
Bloomsbury Institute
7 Bedford Square
London
WC1B**

Or by email to: joan.omahony@bil.ac.uk

Please keep a copy of the completed appeal form and any associated documents for your own records.

Appendix 3: Student Complaint Procedure



* where this timeline is possible