

STUDENT COMPLAINTS: POLICY AND PROCEDURE

VERSION HISTORY			
VERSION	REVISION DATE	DESCRIPTION OF CHANGE	AUTHOR
1	23/08/2021	original	Operations Mgr (SY)

This policy and procedure applies to all University of South Wales programmes studied through Learna.

POLICY

1. Introduction

Learna is dedicated to ensuring that all students receive the best possible experience. However, if you are dissatisfied with any of its services, you may decide to make a complaint.

2. Guiding principles

Through the students complaints procedure below, Learna aims to investigate complaints in a timely, transparent and fair manner. All complaints will be treated with the utmost confidentiality as far as reasonably practicable. No student will be disadvantaged as a result of making a complaint but Learna reserves the right to consider disciplinary action under its and the University's student code of conduct regulations if, upon investigation, a complaint is found to be not genuine.

3. Who can complain?

Any Learna student studying a programme awarded by the University of South Wales may make a complaint under this policy and procedure. You cannot complain anonymously or on behalf of another student or group of students. Complaints about students received by Learna or University personnel or by members of the public will also be dealt with in accordance with this policy and procedure.

PROCEDURE

4. Informal Stage

If, in the unfortunate event that you feel you need to raise a complaint, please contact the Student Services team to discuss the matter - Learna has found that most issues can be resolved swiftly and satisfactorily. Your complaint will be investigated by the Student Services team, who may invite you to discuss the issues further to ensure all details are considered. You should raise your complaint as soon as possible and at the latest within one calendar month of the subject of the complaint. The team will aim to resolve the issue as quickly as possible. If the team is unable to resolve the situation, or you are not satisfied with the outcome, the complaint will be raised with the Operations Manager, acting as Investigating Officer, who will enter into communications with you to endeavour to reach a resolution.

5. Formal Stage

If your concerns remain after the informal stage you can raise a formal complaint as follows:

5.1 Complete and submit a [Student Complaint Form](#) to Student Services together with accompanying documents.

5.2 The Operations Manager will investigate the complaint and may invite you to an online meeting to gather more information.

5.3 The Operations Manager will discuss the complaint with the Academic Director and/or the Director of Programmes and/or the University of South Wales and will notify you of the outcome of those discussions.

5.4 Lerna's decision in respect of non-academic complaints shall be final, save and except that Lerna may, acting in its sole discretion, discuss the matter with the University of South Wales, whose opinion shall not be binding but may be considered in resolving said issue.

5.5 In respect of academic complaints, Lerna will facilitate the policies and procedures of the University of South Wales, whose decision shall be final and binding on all parties.

5.6 Having exhausted the procedures of Lerna and the University of South Wales and subject to the provision of the relevant legislation, you have the right to request the Office of the Independent Adjudicator to review your case.

6. When is the outcome issued?

You should normally expect to receive an outcome within one calendar month of you submitting all documentation to support your complaint. Please bear in mind that this timeframe may be longer during periods when Lerna is closed, such as the Christmas and New Year break, or when personnel at the University of South Wales are not immediately available. Sometimes a provisional decision can be issued subject to the receipt of satisfactory evidence. You will be notified of the outcome by the Operations Manager.

7. What are the possible outcomes of a formal complaint?

The following outcomes may be reached following consideration of your formal complaint:

- a) Your complaint is deemed ineligible due to being out of time; or to there being no valid circumstances; or to there being no documentary evidence supporting the complaint; or that the documentary evidence provided is not appropriate or acceptable.
- b) It is considered there is no case to answer and your case is dismissed.
- c) Your claim is deemed eligible and is upheld in part or whole, whereupon the Operations Manager will notify you what action will be taken.

The Office of the Independent Adjudicator for Higher Education (OIA) runs an independent scheme to review student appeals and complaints once all internal procedures have been completed. If you are unhappy with the outcome you may be able to ask the OIA to review your appeal. You can find more information about making a complaint to the OIA, what it can and cannot look at and what actions it is able to take here: <https://www.oiahe.org.uk/students>.