

Complaints Policies & Procedures

CECOS College London
1st Floor,
23 South Mall,
St Georges Chambers,
London,
N9 0TS



Policy Name	Complaints	Policy Number	1:2
-------------	------------	---------------	-----

Effective Date	01/04/2026	Date of Last Revision	01/04/2026	Version Number	2
----------------	------------	-----------------------	------------	----------------	---

Responsible Officer	Rakesh Sonigra	Contact Email	rakesh@cecos.ac.uk
---------------------	----------------	---------------	--------------------

Scope

This policy applies to:

- *Students registered with CECOS College at the time the complaint is made*
- *Former students who ceased to be registered within 30 working days of submitting the complaint*
- *Staff employed by or formally associated with the College*
- *Visitors, employers, contractors, partner organisations, and other stakeholders engaging with the College*
- *Group complaints submitted collectively by students with a shared concern*

This policy applies to complaints relating to:

- *Academic and non-academic services*
- *Facilities and learning resources*
- *Student support and administrative services*
- *Staff conduct and behaviour*
- *Quality of the student learning experience*
- *Operational and service-related matters*

This procedure does not apply to:

- *Academic assessment decisions or examination outcomes, which are managed under Academic Appeals procedures*
- *Student disciplinary matters*
- *Bullying, harassment, or discrimination complaints covered under separate policies*
- *Refund requests and fee disputes managed under separate financial procedures*

Policy Statement

CECOS College is committed to delivering high-quality education, training, student support, and operational services.

The College recognises the importance of feedback and encourages students, staff, and stakeholders to raise concerns where standards, services, or experiences do not meet expectations.

CECOS is committed to ensuring that complaints are:

- *Managed fairly, consistently, and transparently*
- *Addressed promptly and professionally*
- *Handled sensitively and confidentially*
- *Resolved as close as possible to the point of origin*
- *Used as opportunities for service improvement and quality enhancement*

The College aims to promote a positive culture in which concerns can be raised without fear of disadvantage or retaliation.

The complaints process aligns with principles of fairness, transparency, natural justice, and the Expectations for Quality and Standards within the UK Quality Code for Higher Education.

Relevant Legislation

Title	Date
Consumer Rights Act	2015
Equality Act	2010
Data Protection Act	2018
GDPR	2018

Human Rights Act	1998
Higher Education & Research Act	2017

Related Policies

Title	Effective Date
Academic Appeals Policy	01/04/2026
Equality & Diversity Policy	01/04/2026
Safeguarding Policy	01/04/2026
Anti-Bullying & Harassment Policy	01/04/2026

Version History

Version	Approved By	Revision Date	Details of change
1:2	Marlon Mason	01/04/2026	Refresh

Exceptions

The following matters are excluded from this procedure:

- *Academic assessment decisions and examination results*
- *Complaints relating solely to disciplinary outcomes*
- *Anonymous complaints unless supported by compelling evidence or safeguarding concerns*
- *Complaints submitted outside the published timescales without reasonable justification*
- *Complaints considered frivolous, vexatious, malicious, or abusive*

Complaints submitted by third parties will only be considered where:

- *The individual concerned has provided written consent, or*
- *Exceptional safeguarding or welfare considerations apply*

The College reserves the right not to progress complaints where insufficient information or evidence is provided.

Policy Detail

Definition of a Complaint

For the purposes of this policy, a complaint is defined as:

A written expression of dissatisfaction regarding the provision of a programme of study, service, facility, or other aspect of the College's operations.

Complaints may relate to:

- *Quality of teaching or academic support*
 - *Administrative services*
 - *Learning resources or facilities*
 - *Student support services*
 - *Communication or misinformation*
 - *Staff conduct or professionalism*
 - *General student experience concerns*
-

General Principles

CECOS aims to ensure that complaints procedures are:

- *Accessible*
- *Fair and impartial*
- *Timely and transparent*
- *Confidential where appropriate*
- *Focused on early and informal resolution wherever possible*

The College operates the complaints process in accordance with principles of natural justice, including:

- *The right of all parties to present evidence*
- *The right to respond to allegations*
- *The right to be accompanied by a friend, advocate, or non-legal representative*
- *Fair consideration of all information provided*

No individual will be disadvantaged for raising a genuine complaint in good faith.

All parties are expected to act honestly, respectfully, and cooperatively throughout the process.

Stage 1 – Informal Resolution

Students, staff, or stakeholders are encouraged to raise concerns informally in the first instance with an appropriate member of staff, such as:

- *Tutor or lecturer*
- *Programme leader*
- *Student services representative*
- *Administrative staff member*
- *Relevant manager*

The College aims to resolve concerns quickly and locally wherever possible.

Complaints should normally be raised:

- *Within 21 calendar days of the issue occurring, and*
- *No later than 30 calendar days after the matter arose*

Complainants should normally receive:

- *An acknowledgement within 2 working days*
- *A response within 10 working days where reasonably possible*

Where an issue cannot be resolved informally, the complainant will be advised of the formal complaints procedure.

Stage 2 – Formal Complaint

Where informal resolution has been unsuccessful, a formal complaint may be submitted.

Formal complaints must:

- *Be submitted in writing, normally via email*
- *Clearly describe the complaint and desired outcome*
- *Include relevant supporting evidence where available*
- *Explain any previous attempts at informal resolution*

Formal complaints will normally be investigated by the Director of Operations or another designated senior officer.

Possible actions may include:

- *Meetings with relevant parties*
- *Local investigation by a designated manager*
- *Mediation*
- *Appointment of an independent investigating officer*
- *Formal complaint hearings where appropriate*

The College aims to:

- *Acknowledge complaints within 2 working days*
- *Provide an outcome within 10 working days where reasonably possible*

Where delays occur due to complexity or multiple parties being involved, complainants will be kept informed.

Outcomes will normally confirm:

- *Whether the complaint is upheld, partially upheld, or not upheld*
- *Any actions or recommendations arising from the investigation*
- *Any further review rights available*

Formal complaints will be recorded within the College complaints register for monitoring and quality improvement purposes.

Stage 3 – Review Stage

Where a complainant remains dissatisfied following Stage 2, they may request a formal review.

Requests for review must:

- *Be submitted within 21 days of the Stage 2 outcome*
- *Clearly state the grounds for review*
- *Include any supporting evidence*

Reviews will normally be considered by the Complaints Committee.

Grounds for review may include:

- *Procedural irregularity*
- *New evidence not previously available*
- *Concerns regarding fairness or proportionality of the outcome*

The Review Stage will not normally reconsider evidence already reviewed unless exceptional circumstances apply.

The decision of the Complaints Committee represents the final stage of the College's internal complaints process.

External Review

Students enrolled on validated programmes may have the right to request an external review through:

- *The programme's awarding or validating partner*
- *The Office of the Independent Adjudicator for Higher Education (OIA), where applicable*

External review can normally only be requested after completion of the College's internal procedures.

The College will cooperate fully with external review processes and implement any required actions arising from external decisions or recommendations.

Completion of Procedures

Once all internal stages of the complaints process have been completed, the complainant may request a Completion of Procedures (COP) letter.

The COP letter:

- *Confirms completion of the internal process*
- *Explains any further external review options available*
- *May be required for applications to the Office of the Independent Adjudicator (OIA)*

Requests for a COP letter should normally be made within one month of the final outcome notification.

Confidentiality and Data Protection

All complaint information will be processed confidentially and in accordance with:

- *Data Protection Act 2018*

- *UK GDPR*
- *College Data Protection Policies*

Information will only be shared with staff directly involved in investigating or resolving the complaint.

Records will be retained securely in accordance with College retention schedules and legal requirements.

Training and Awareness

The College will ensure that:

- *Students and stakeholders are informed about how to raise concerns and complaints*
- *Relevant staff receive guidance and support regarding complaint handling*
- *Complaints procedures remain accessible and understandable*

Student Services and Quality teams will support awareness activities and staff training where appropriate.

Monitoring and Review


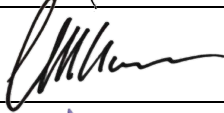

The Director of Quality and Vice Principal will oversee:

- *Complaint tracking and record keeping*
- *Monitoring of timescales and outcomes*
- *Identification of recurring themes or risks*
- *Quality improvement actions arising from complaints*

Complaint data will be monitored in accordance with equality, diversity, and data protection requirements.

This policy will be reviewed annually, or sooner where required due to legislative, regulatory, operational, or organisational changes.

Approval and Sign-Off

Role	Name	Signature	Date
Chief Executive	Dr Mudassir Tanveer		20/04/2026
Principal	Chris McLean		20/04/2026
Governance Board Representative	Paul Jones		20/04/2026