Complaints Procedure: Step-by-Step

We encourage early resolutions providing the opportunity for informal concerns to be raised swiftly and locally without submitting a Formal Complaint form. However, if you are unhappy with a service provided by the University you can submit a Formal Complaint using the Complaints Regulations and Procedure.





3 month window

Complaints have to be made within 3 months of the issue occurring. Complaints made more than 3 months after the issue will only be considered if you can demonstrate a good reason for the delay in bringing your complaint.



Formal Complaint Stage 1

Formal complaints must be made on a Complaint Form and sent to casework@londonmet.ac.uk. Complaints regarding the admissions process or decisions should be submitted directly to the Director of Admissions and Enrolment.





Investigation and Complaint Outcome

The Student Casework Office (or impartial nominee) will investigate your complaint and aim to issue a Complaint Outcome Letter within **25 working days**. We aim to inform you if there is a delay and give an indication of when the expected outcome is likely to be received.





Your Consideration

You then have **10 working days** to consider the Complaint Outcome Letter and decide if you wish to request a review by a Complaint Review Panel.



Final Complaint Review Stage 2

Requests for review must be made on a Final Complaint Review Form. You will need to explain why you want the decision reviewed.







Review Outcome

We aim to issue a Review Outcome Letter, also known as a Completion of Procedures Letter (COP) within **25 working days**. This completes the University's internal procedure. You can request a COP letter where a review outcome is upheld.







Once you have been given a COP letter you have **12 months** from the date of the COP to decide if you would like the <u>Office of the Independent Adjudicator for Higher Education (OIA)</u>, which is the students' ombudsman, to review your complaint.





External Povious

You will need your Completion of Procedures Letter if you wish to take your complaint to the OIA. The <u>OIA's website</u> gives guidance as to how you can use the scheme.