



## Complaints Policy

### 1. Introduction

The Language Gallery (TLG) is committed to ensuring that all students have a positive learning experience. This complaints policy outlines the steps students can take to address concerns or issues, ensuring complaints are handled fairly, consistently, and transparently.

This policy applies to all TLG students, including those currently enrolled or have recently completed their programme of study.

The policy is guided by principles of respect, impartiality, and compliance with relevant data protection laws. Additionally, the complaints process is designed to ensure:

- Students can raise concerns without risk of disadvantage.
- Complaints are resolved in a timely manner with clear communication.
- Outcomes are used to improve the student experience and service quality.

### 2. Definition of a complaint

A complaint is defined as an escalation of concern or expression of dissatisfaction by one or more students, about TLG's action, lack of action, or about the standard of service provided by or on behalf of TLG.

#### 2.1 General Principles

- Complaints are handled with confidentiality and in compliance with data protection laws.
- Complaints should be raised promptly, ideally within ten working days of the issue arising. Complaints made more than three months after the incident may not be accepted unless exceptional circumstances exist.
- Frivolous, vexatious, or abusive complaints will not be accepted. Students making such complaints will be warned and may face disciplinary actions if behaviour persists.
- Group complaints must designate a representative for correspondence, and all members must agree to this arrangement.
- Anonymous complaints will not be considered.
- Remedial actions will be taken where complaints are upheld, and appropriate steps will be taken to prevent recurrence of identified issues.



- All effort will be made to seek a resolution at the informal resolution stage. It can also be possible for early resolution to be sought at any stage of the process after a formal complaint has been made.
- Complaints made on behalf of a student by a third party will not be investigated without the student's written consent, in accordance with the Data Protection Act (2018). This includes complaints made by a parent, guardian, partner or associate of the student.
- No student bringing a complaint under this policy, regardless of the outcome, will be treated less favourably than if they had not brought the complaint forward.

### **3. Informal Resolution**

3.1 Students should submit any concerns of dissatisfaction or complaints to the following email address: [complaints@thelanguagallery.com](mailto:complaints@thelanguagallery.com)

3.2 The Informal Resolution Stage seeks to resolve concerns swiftly and effectively at the point at which the concern is raised, or as close to that point as possible. It is expected that the majority of complaints can be resolved through informal means. To support effective resolution at the informal stage, students should ensure that their complaint includes the following information:

- A clear description of the issue.
- Evidence supporting claims (emails, photographs, or relevant documentation).
- The resolution the student seeks.

#### 3.3 Assistance in Making a Complaint

TLG staff will work with students to address concerns promptly and may involve additional staff or resources as needed to reach an informal resolution.

TLG reserves the right not to accept retrospective complaints that could have been addressed earlier. Reasonable adjustments will be made for students with disabilities or specific needs to facilitate the complaints process.

3.4 Within the informal resolution stage, it is not generally expected that a student will be accompanied in any meetings with staff.

3.5 The informal resolution stage will normally be concluded in writing to the student. The student will be informed of their right to appeal and the timeframe for this.



#### **4. Formal Resolution Stage**

4.1 If the issue remains unresolved after the informal resolution stage, students may escalate complaints formally in writing to: [complaints@thelanguagegallery.com](mailto:complaints@thelanguagegallery.com)

4.2 An independent Complaints Officer (staff from the Quality Team) will be assigned to each case, and they will be independent from the academic, student success tutor or student support departments, therefore can provide an unbiased view of the complaint or student.

4.3 The student will receive an acknowledgement within five working days. A detailed investigation will follow, and a response will be provided within ten working days, unless additional time is required. The student will be informed of any delays.

4.4 The Independent Complaints Officer may require further information to gain a deeper understanding of the case; this would usually occur over e-mail with clear deadlines for a response provided. If these are not provided, the response time to the complaint could be delayed.

4.5 The Independent Complaints Officer will gather, review, and compile all relevant evidence relating to the complaint and prepare the case file for consideration by the Complaints Committee.

4.6 The Complaints Committee will review all evidence presented by the Independent Complaints Officer and will determine whether a meeting is required. The student is able to attend this panel should they wish to. This allows them the opportunity to present their case and any additional information that they would like the panel to consider. If the student requires a representative to be present, they should contact the complaints officer in advance to agree a suitable independent representative from TLG staff. This representative is available to ensure that the student has asked all questions and stated all facts that they wished to and is available to ensure that the student understands what has been discussed.

4.7 The panel will then meet privately to discuss the case and agree an outcome.

The Committee will issue a response within fifteen working days.

At the end of the review, the Complaints Committee will provide information to the student stating:

- (a) whether the complaint has been upheld, partially upheld, or not upheld.
- (b) the reasoning behind this decision.
- (c) the action that will be taken because of the decision; and
- (d) that the complainant can seek a review under the appeals stage of the procedure.



## **5 Appeals Stage**

5.1 If the student is dissatisfied with the outcome of the formal complaint process, the student may appeal the decision. Students are entitled to appeal to Lincoln Bishop University, and this can be done in writing to [regulatorycompliance@bishopg.ac.uk](mailto:regulatorycompliance@bishopg.ac.uk)

5.2 The request for review from the student of an outcome must occur within one calendar month of the notification of the outcome of the formal resolution stage. Upon completion of the review of the case, Lincoln Bishop University will issue a completion of procedures letter detailing the final decision.

5.3 The outcome of the Appeal stage represents the Final Stage of the Universities procedures. The student will be issued with a Completion of Procedures Letter by the Universities Compliance Office within 28 days of the conclusion of the appeal review.

5.4 If the student remains dissatisfied, they will be directed to pursue the matter through the procedures of the Office of the Independent Adjudicator (OIA). Details may be found on the OIA website <http://www.oiahe.org.uk> or from:

OIA  
Second Floor  
Abbey Gate  
57-75 Kings Road  
Reading  
RG1 3AB

## **6. Monitoring and Learning from Complaints**

- Complaints will be reviewed periodically to identify areas for improvement.
- Outcomes of complaints will inform efforts to enhance the student experience.
- Regular reports on complaints and their resolutions will be shared with relevant stakeholders while maintaining confidentiality.

## **7. Policy Review**

This policy will be reviewed annually to ensure its relevance and effectiveness.



The Language  
Gallery