PROPOSED

LUMINA OPEN UNIVERSITY

Student Complaints Procedure

Reference:	LOU SCP01.1
Department:	Governance, Policy, and Compliance
Team:	Student Resolution and Casework
Type	Academic Regulations / Procedure
Authority	Deputy VC / Academic Board
Version	1.1, 2025
Date of Approval	20/03/2025
Review Cycle	Every 3 years or sooner if necessary
Next Review Date	20/03/2028

Introduction

A **complaint** refers to an expression of dissatisfaction regarding something the University has or has not done, a decision made by the University, or the standard of services provided by or on behalf of the University. Typically, complaints raised under this procedure relate to matters that directly affect the student submitting the complaint.
For broader concerns regarding University policies, actions, or the general student experience, students can utilize other feedback channels such as module evaluations or student experience surveys.
To submit a complaint, you must follow the process outlined in this document.

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1. Who Can Make a Complaint?

1.1 Any currently enrolled undergraduate or postgraduate student, or recent alumni (within the specified timeframes in Section 3), can submit a complaint.

1.2 Complaints must be submitted by the individual making the complaint on their own behalf.

1.3 If you are unable or unwilling to submit a complaint yourself, you may request that a third party represents you. This request must be submitted via email from your Lumina Open University email account.

1.4 In exceptional cases, complaints can be submitted by a group of students who are all directly impacted by the same issue. The group must designate one representative to submit the complaint and act as the point of contact throughout the process. This representative must provide a list of names, student numbers, and email addresses of all involved students.

2. Who Cannot Make a Complaint?

2.1 Applicants or prospective students who have not completed their registration should address any concerns through the Enquiry Hub.

2.2 Students studying at the Lumina Open University Tutorial Centres should follow the complaint process outlined, which currently inherent in Lumina Open University procedures.

2.3 Students registered with other higher education institutions, including Lumina Open University consortium members, should follow their respective provider's complaint procedures.

3. Timeframe for Submitting a Complaint

3.1 Complaints should be submitted as soon as possible after the issue has occurred to allow for prompt investigation and corrective action.

3.2 Complaints must be submitted within **3 calendar months** of the event that prompted the complaint. Complaints received after this timeframe will generally not be considered, unless there are compelling reasons with supporting evidence explaining the delay.

3.3 If a complaint is deemed out of time, the University will provide a Completion of Procedures letter and advise how to submit a complaint to the Office of the HOD, Dean of Faculties, or Deputy Vice-Chancellor Academic Lumina Open University .

4. What Can You Complain About?

4.1 A complaint can be made about dissatisfaction with the University's actions, inactions, decisions, or the quality of service provided. This may include issues like unmet obligations outlined in regulations, student handbooks, or promotional materials, concerns about course delivery, learning resources, or facilities, and events that disrupt normal course delivery or student experience.

4.2 Complaints typically address issues that have a direct impact on the student. Broader concerns about policies or general student experiences should be directed through other feedback methods such as module evaluations or surveys.

5. What Cannot Be Complained About?

5.1 Complaints that fall under a different procedure are not covered by this one.
5.2 This procedure does not cover:

- Complaints regarding academic outcomes or decisions made by the Board of Examiners (refer to the Academic Appeals Procedure).
- Allegations of academic misconduct (covered by the Assessment Offense Procedures).
- Allegations of non-academic misconduct Code of Student Discipline.
- Complaints about disciplinary process outcomes.

- Complaints about the conclusions reached concerning mitigating circumstances or reasonable adjustments to assessments or studies.
- Complaints about Recognized Teaching Centres (handled by the centre's own procedures).
- Complaints regarding admissions decisions (covered by the Admissions Appeals Procedures).
- Concerns related to decisions made under other specific regulations.

6. How to Make a Complaint

6.1 Begin by seeking an informal resolution of the issue (Stage 1). This is often the most effective approach and will involve the issue being directed to the staff member best equipped to resolve it.

6.2 If informal resolution fails, you can escalate your complaint to a formal review at Stage 2.

6.3 When submitting a complaint, be clear and concise, outlining the core issue and your desired outcome. Ensure that any documentary evidence is provided as early as possible in the process.

6.4 If you need reasonable adjustments to participate in the process, please email the Student Resolution and Casework team at **luminaopenuniversity@gmail.com**.

7. How Will Your Complaint Be Handled?

7.1 **General Points**

- The entire complaints process will aim to conclude within **90 days** from the receipt of your formal complaint to the end of Stage 3.
- If issues raised have a significant impact on your health or cause distress, we will try to expedite the process.
- You are advised to make academic and financial decisions based on your current situation while awaiting the outcome. If your complaint is upheld and corrective action is needed, we will take steps to prevent academic or financial disadvantage.
- Making a complaint will not negatively impact your standing unless the complaint is deemed vexatious.
- Complaints are handled confidentially, with information shared only with relevant parties.

7.2 Stage 1 – Informal Resolution

7.21 Most complaints should initially be raised through the 'Ask A Question' feature on the Student Portal. Students from the Study Centres (SC) should seek advice from their Centre Director.

7.22 Raise your complaint with the staff member directly involved in the issue. If no contact has been made yet, please open a new query.

7.23 If the issue cannot be resolved at this stage, it will be escalated to the relevant manager. The manager is responsible for ensuring the complaint is addressed promptly and fairly.
7.24 All communication should be documented.

7.3 Stage 2 – Formal Investigation

7.31 To initiate Stage 2, email **luminaopenuniversity@gmail.com** to request a Stage 2 submission form.

7.32 Complaints escalating from Stage 1 should be submitted within **28 days** of Stage 1's conclusion.

7.33 In exceptional cases, if Stage 1 has not been completed, the Head of Department and Faculty Officer may approve an escalation to Stage 2.

7.34 You will be informed whether your case has been accepted at Stage 2 within **7 days**.

7.35 An investigation will be conducted by the Head of Department and Faculty Officers Team, and you will receive a response within **28 days**.

7.4 Stage 3 – Complaints Resolution Panel Review

7.41 If you are not satisfied with Stage 2's outcome, you can escalate to Stage 3 for a review. Grounds for review include procedural errors, new evidence, or unreasonable outcomes.

7.42 To proceed, email **luminaopenuniversity@gmail.com** to request the submission form and submit it within **14 days** of receiving the Stage 2 outcome.

7.43 The case will be assessed by the Complaints Resolution Panel, and a decision will be made.

7.44 If the criteria are not met, you will be informed of the decision within **14 days**.

7.45 If the criteria are met, the Panel will meet within **28 days** to review your case.

7.46 You will be informed of the outcome within **14 days** of the meeting.

8. If You Are Still Unhappy

8.1 If Stage 3 is complete and you are still dissatisfied, you can take your complaint to the Office of the Vice Chancellor.

8.2 The Vice Chancellor office will only accept complaints with a **Completion of Procedures letter** and if submitted within **one year** of the decision being contested.

9. Wellbeing Support

9.1 Lumina Open University distance learning students can access support through the Wellbeing platform, which offers a range of resources, including access to the Talk Campus app and a 24/7 crisis helpline.