

UNIVERSITY OF BATH: STUDENT COMPLAINTS POLICY

If you require this document in an alternative format, such as large print or a coloured background, please contact: student-complaints@bath.ac.uk

1. Purpose

1.1 The purpose of this policy is:

To ensure there is a clear, fair, and effective process for the University of Bath to handle student complaints, in line with our responsibilities under Consumer Protection Law.

1.2 This policy aims to:

Ensure that where issues arise resolution is sought promptly and to the satisfaction of all parties, whenever possible or appropriate.

Ensure the University of Bath is a responsive organisation that welcomes feedback and learns from complaints to improve our academic provision, service standards and the student experience.

2. Scope

2.1 A student complaint is an expression of dissatisfaction raised by a student (or group of students) about:

Something the University has done or has not done or

The standard of service provided by the University (or on our behalf)

2.2 A student can raise a complaint under this policy if they are:

An applicant who has been accepted to study at the University or

A registered student at the University or

A former registered student whose leaving date is within the last six months.

2.3 Normally, a complaint should be raised no later than six months after the date the initial issue occurred. In exceptional circumstances, we may accept a complaint outside the normal time limit, if there is evidence to support a reason for the extension of the deadline.

2.4 Anonymous complaints will not usually be accepted. In exceptional cases anonymous complaints may be considered if there is a compelling case supported by considerable evidence.

2.5 The University will not penalise any student for raising a complaint they are genuinely concerned about, even if the concerns turn out to be misplaced. However, if a complaint is shown to be vexatious, disciplinary action may be taken. A vexatious complaint is a complaint that is made with the purpose of causing disruption, or distress or detriment to the subject of the complaint. A complaint may also be rejected if it is deemed to be trivial, or where the student is looking for a resolution that lacks any serious purpose or value.

2.6 In some instances, an issue raised may be covered by another specific University procedure. Where this is the case the student will be advised at the start of the process.

3. Policy Interactions

3.1 Sometimes, issues are raised that do not fall neatly into the category of just one University policy. Where this is the case, the University will be flexible in its approach of application of policy on a case-by-case basis. The Deputy Director (Student Policy & Safeguarding) will jointly determine

family, friendships, financial, or social factors ' could compromise their ability to apply judgement or act fairly and objectively. A conflict of interest can be actual or perceived.

7. Support for Students

7.1 We understand that it can take courage to raise a complaint and are committed to the process being as empathetic and supportive as possible. Students will be made aware of, and actively encouraged to engage with, the support options that are available to them throughout the process.

7.2 We understand that some students may need additional arrangements to fully access this process. Any reasonable adjustments will be considered and put in place where possible.

8. Roles and Responsibilities

8.1 Senate is responsible for:

The Student Complaints Policy and approving any amendments to it

8.2 Deputy Director ((S)-3 (tuden.96 8422 Tf7mn Lanputy Dde)4 gu(ionaldi)5 (ing)a)4 ()d(S)-3 responsiorfo

Procedure, as a student may raise a concern or complaint with any member of staff
Addressing informal student complaints promptly and fairly, where appropriate
Ensuring that any learning from complaints, at any level, is fed back into their professional areas to inform change and drive improvements

9. Monitoring and Record keeping

9.1 All formal complaints received, decisions made and resulting outcomes will be recorded and an annual report provided to Senate, and its relevant committees. Where there are several complaints regarding a Service, School, or Department, these will also be raised with the Head of Department/Service or other relevant staff to improve student experience.

9.2 All records taken under this policy will be held for the recommended period of time for which records should be retained to comply with legal requirements and meet operational needs as defined with the University Records Retention Schedule.

9.3 If you have any feedback on this policy, or on your experience of this policy or process, please email studentpolicy@bath.ac.uk.

10. Document Control Information

10.1 Any such amendments are identified above and will take effect from the date shown.

Owner	Pro-Vice-Chancellor for Student Experience
Version number	2.0
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Approved By	Senate
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