



COMPLAINTS POLICY AND PROCEDURE

Policy reference UKV-QA-24 | Version 3.0

UK Versity Online Limited | BAC Accredited College | UKPRN 10052768

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Version	3.0
Status	Updated
Effective date	1 October 2026
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Policy owner	Quality Manager
Author	Director of Education
Approved by	Principal (Ramanjeet Singh), on behalf of the Academic Board
Approval date	1 October 2026

Complaints Policy and Procedure

UK Versity Online Limited | ATHE 889 | Pearson 07737 | OTHM DC1506132 | Ascentis 3286 | NCFE 8465520 | IFA Direct 283334

Document control

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Version	3.0
Status	Updated
Effective date	1 October 2026
Next review	September 2027 (annual), or earlier if required
Owner	Quality Manager
Author	Director of Education
Approval authority	Academic Board, chaired by the Principal (Ramanjeet Singh)
Approval date	1 October 2026
Applies to	All UK Versity learners, applicants, parents and guardians of learners under 18, employers and other members of the public
Supersedes	Complaint Policy (QA-04, May 2026); Student Complaints Policy (QA-8, 2015, reviewed 2026); complaints provisions of the Complaint and Appeals Procedure (QA-15)
Summary	Explains how anyone can complain about UK Versity's services, teaching, administration, staff or agents, the stages and timescales for resolving complaints, and the external bodies available once the procedure is complete.

Compliance mapping

BAC College Scheme 2023 standards	18.2-18.3
UK Quality Code 2024 (voluntary)	Principle 12
OfS conditions (benchmark only; not OfS registered)	C1, C2, C5 (benchmark)
Awarding organisations	ATHE; Pearson; OTHM; Ascentis; NCFE; IFA Direct
Legislation and regulation	Consumer Rights Act 2015; Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013; Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015; Digital Markets, Competition and Consumers Act 2024; UK GDPR and Data Protection Act 2018 (as amended by the Data (Use and Access) Act 2025); Equality Act 2010

Version history

Version	Date	Change
1.0	August 2012	First issue as combined Complaint and Appeals Procedure (QA-15)

Version	Date	Change
1.1	September 2015	Student Complaints Policy (QA-8) issued
2.0	May 2026	Separate Complaint Policy (QA-04) following ATHE monitoring visit
3.0	October 2026	Full rebuild: three-stage procedure with fixed timescales, Completion of Procedures letter, external routes (AO, Ofqual, BAC, ICO, consumer ADR information), multi-AO alignment, BAC/QAA/OfS mapping, version control

1. Purpose

UK Versity wants to hear when something has gone wrong so that it can put it right and improve. This policy explains how to make a complaint, how UK Versity will deal with it, how long each stage takes and what you can do if you are still not satisfied.

You receive this policy in writing at the start of your course, and it is published on www.ukversity.co.uk and on Moodle.

2. Scope

This policy applies to learners, applicants, parents and guardians of learners under 18, employers and members of the public. It covers learners on qualifications awarded by ATHE (Awarding body for Training and Higher Education), Pearson Education Ltd (Pearson BTEC, including BTEC Higher Nationals), OTHM Qualifications, Ascentis (including Access to HE Diplomas, validated under the QAA Access to HE scheme), NCFE (including qualifications under the NCFE CACHE brand, and NCFE Functional Skills) and Institute of Financial Accountants (IFA) qualifications delivered through IFA Direct, administered in partnership with ATHE.

For learners on Pearson BTEC Higher National programmes, the Pearson HN edition of this policy (v3.0, July 2026) applies and takes precedence where the two differ. Pearson HN learners should refer to the Pearson HN edition for the external routes available to them.

2.1 What you can complain about

- The quality of teaching, tutor support, feedback or learning materials.
- Administration, including enrolment, registration, communication, delays and certificate dispatch.
- Moodle, Zoom sessions and other learning resources and support services.
- The conduct of UK Versity staff, tutors, assessors or anyone acting for UK Versity.
- Fees, payments and refunds, including disputes about how UKV-QA-08 Fees, Payment, Cancellation and Refund Policy has been applied.
- Information given before enrolment, and the conduct of recruitment agents acting for UK Versity.
- The handling of your personal data (see section 5.6).

2.2 What is handled under other policies

Matter	Policy
Appeals against assessment, RPL, reasonable adjustment, special consideration or malpractice decisions	UKV-QA-23 Appeals Policy and Procedure
Reports of suspected malpractice or maladministration	UKV-QA-20 Malpractice and Maladministration Policy and Procedure

Matter	Policy
Reports of harassment, bullying, discrimination or sexual misconduct	UKV-QA-26 Equality, Diversity, Inclusion and Anti-Harassment Policy, and UKV-QA-25 Safeguarding and Prevent Policy where anyone is at risk
Safeguarding concerns	UKV-QA-25 Safeguarding and Prevent Policy (reported the same day to the Designated Safeguarding Lead)
Staff concerns about wrongdoing	UKV-QA-28 Whistleblowing Policy
Data protection requests and complaints	UKV-QA-29 Data Protection and Records Retention Policy

If a complaint belongs under another policy, UK Versity tells you within 3 working days and passes it on. If a complaint contains both complaint and appeal issues, each part is dealt with under the right policy and you are told how.

3. Definitions

Complaint: an expression of dissatisfaction about UK Versity's action or lack of action, or about the standard of a service, that needs a response.

Complainant: the person making the complaint.

Completion of Procedures letter: the written confirmation, issued at the end of Stage 3, that UK Versity's complaints procedure is complete, setting out the final outcome and the external routes available.

Working day: Monday to Friday, excluding UK bank holidays and days when the Salford office is closed.

4. Policy statement and principles

1. Making a complaint is free and simple.
2. No one is disadvantaged for making a complaint in good faith.
3. Complaints are handled fairly, confidentially and within the timescales in section 5.
4. The person investigating is not the subject of the complaint and has no conflict of interest under UKV-QA-21.
5. Reasonable adjustments are made on request, and complaints may be made in writing, by email or by telephone.
6. Where a complaint is upheld, UK Versity puts things right and learns from it.

5. Complaints procedure

5.1 Summary of stages and timescales

Stage	What happens	Who	Timescale
Stage 1: informal, front-line resolution	Raise the issue with the staff member concerned or the Student Administrator and Welfare Officer	Front-line staff	Resolved within 5 working days
Stage 2: formal investigation	Submit a written complaint	Quality Manager	Acknowledged within 3 working days; outcome within 20 working days

Stage	What happens	Who	Timescale
Stage 3: review	Request a review within 10 working days of the Stage 2 outcome	Principal and Director of Education	Outcome within 15 working days
Completion of Procedures letter	Issued with the Stage 3 outcome	Quality Manager	With the Stage 3 outcome

If UK Versity cannot meet a timescale, you are told in writing before it expires, with the reason and a new date.

5.2 Stage 1: informal, front-line resolution

1. Raise your concern as soon as possible with the person responsible: your tutor for teaching matters, the Financial Controller (through accounts@ukversity.co.uk) for fees and refunds, or the Student Administrator and Welfare Officer (through admin@ukversity.co.uk or 0161 273 4745) for anything else.
2. The member of staff aims to resolve the concern within 5 working days and records it on the complaints log.
3. You may go straight to Stage 2 if the complaint is serious, is about a senior member of staff, or you do not feel able to raise it informally.

5.3 Stage 2: formal investigation

1. Send your complaint in writing to admin@ukversity.co.uk marked "Complaint: Quality Manager", using the Complaints Form on Moodle and the website or in your own words, or post it to UK Versity House, 11 Woodcock Court, Waters Edge Business Park, Modwen Road, Salford M5 3EZ. If you complain by telephone, staff will write it down and send you a copy to confirm.
2. Include your name and contact details, learner ID and course (if applicable), what happened and when, who was involved, what you have already done to resolve it, any evidence and the outcome you want.
3. The Quality Manager acknowledges your complaint within 3 working days and tells you who will investigate. If the complaint concerns the Quality Manager, another member of the Senior Management Team not involved investigates.
4. The investigator reviews records and may speak to you and to the staff involved. Staff named in a complaint are told of it and can give their account.
5. You receive a written outcome within 20 working days of receipt, stating whether the complaint is upheld, partly upheld or not upheld, with reasons and any action or remedy.

5.4 Stage 3: review by the Principal

1. If you are not satisfied, request a review in writing to admin@ukversity.co.uk marked "Complaint review: Principal" within 10 working days of the Stage 2 outcome. Explain why you think the outcome is wrong, for example because the procedure was not followed, evidence was overlooked or the remedy is not reasonable.
2. The Principal and Director of Education reviews the complaint file and may speak to you and to staff. If the Principal has been involved in the complaint, the Academic Board appoints another reviewer with no involvement.
3. You receive the written review outcome within 15 working days of receipt of your request. This is UK Versity's final decision.

4. With the Stage 3 outcome, the Quality Manager issues a **Completion of Procedures letter**, which sets out the final decision and the external routes in section 6.

5.5 Remedies

Where a complaint is upheld in full or in part, remedies may include an explanation and apology, correcting an error, additional tutor support, an extension or additional session, a refund or partial refund under UKV-QA-08, and changes to policy or practice. Staff conduct issues are dealt with under staff procedures; you are told that action has been taken but not the details.

5.6 Data protection complaints

Complaints about how UK Versity uses your personal data are handled first under UKV-QA-29 Data Protection and Records Retention Policy by the Data Protection Lead (the Principal and Director of Education), as required under UK data protection law as amended by the Data (Use and Access) Act 2025. If you are not satisfied with the outcome, you may complain to the Information Commissioner's Office (ICO).

5.7 Anonymous and third-party complaints

- **Anonymous complaints** are considered where they contain enough detail to investigate. UK Versity cannot send an outcome to an anonymous complainant, and some matters may be hard to investigate fully without contact.
- **Third-party complaints** (for example from a parent, employer or representative) are accepted. Where the complaint involves a learner's personal information, UK Versity needs the learner's written consent before discussing it, except for parents or guardians of learners under 18 or where the law allows.

5.8 Representation and support

You may be supported by a friend, family member or other representative at any stage, once you have confirmed in writing that UK Versity may discuss your complaint with them. The Student Administrator and Welfare Officer can help you complete the Complaints Form.

5.9 Vexatious or unreasonable complaints

Rarely, a complaint may be vexatious, for example repeating a complaint already decided without new evidence, or pursued in an abusive or threatening way. The Principal may decide not to investigate further, or may limit how contact takes place, and will tell you why in writing. This does not affect your right to use the external routes in section 6. Abusive behaviour towards staff may be dealt with under UKV-QA-09 Learner Terms and Conditions.

6. External routes

Once you have received the Completion of Procedures letter, you may use the following external routes.

6.1 Awarding organisation

If your complaint relates to a regulated qualification, you may take it to the awarding organisation for that qualification under its procedure (see section 8).

6.2 Ofqual

For regulated qualification matters, you may contact Ofqual once the awarding organisation's procedures are exhausted.

6.3 British Accreditation Council

UK Versity is accredited by the British Accreditation Council as a College. If your complaint is not resolved, you may refer it to BAC under BAC's complaints procedure, published on BAC's website (www.the-bac.org). BAC requires your written and signed authorisation to pursue a complaint.

6.4 Information Commissioner's Office

For data protection complaints, after the UKV-QA-29 process, you may complain to the ICO.

6.5 Consumer disputes

Under the Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015, if your complaint is not settled once UK Versity's procedure is complete, the Completion of Procedures letter tells you that UK Versity cannot settle the complaint, gives the name and website address of an alternative dispute resolution (ADR) entity competent to deal with it, and states whether UK Versity will use that entity. For advice on your consumer rights, including fees and refunds, you can contact the Citizens Advice consumer helpline.

7. Roles and responsibilities

Role	Responsibility
Complainant	Raises the complaint, gives enough detail and engages in good faith.
Front-line staff and tutors	Try to resolve concerns at Stage 1 within 5 working days and log them.
Student Administrator and Welfare Officer	Receives informal concerns, supports complainants, logs complaints and redirects matters to the right policy.
Financial Controller	Handles Stage 1 fees and refund concerns under UKV-QA-08.
Quality Manager and Lead IQA	Owens this policy; leads Stage 2 investigations; issues Completion of Procedures letters; keeps the complaints log; reports to the Academic Board.
Principal and Director of Education	Carries out Stage 3 reviews; decides on vexatious complaints; handles data protection complaints as Data Protection Lead.
Centre Coordinator and BAC and IFA Manager	Makes sure this policy and BAC's complaints procedure are published and given to learners at the start of their course; supports UK Versity in responding to BAC.
Designated Safeguarding Lead	Receives safeguarding and sexual misconduct concerns the same day under UKV-QA-25.

8. Awarding organisation requirements

AO	Requirement / escalation route	Source document
ATHE	After the centre procedure, complaints may be made to ATHE under its complaints procedure.	ATHE Complaints Procedure
Pearson	After the centre procedure, under Pearson's complaints policy. BTEC Higher Nationals: Pearson HN edition applies.	Pearson complaints policy (current edition)
NCFE	After exhausting the centre procedure, under NCFE's complaints policy; then Ofqual.	NCFE Complaints and Feedback Policy v1.8 (June 2026)

AO	Requirement / escalation route	Source document
OTHM	Escalation to OTHM within 30 working days of the centre's final outcome.	OTHM Complaints and Appeals Policy and Procedure v4.1 (July 2026)
Ascentis	After the centre procedure, under the Ascentis Complaints Policy, within the timescale it sets.	Ascentis Complaints Policy (current edition)
IFA Direct	Administered in partnership with ATHE; the Centre Coordinator (BAC and IFA Manager) confirms the route.	ATHE Complaints Procedure
Ofqual	Regulated qualification matters, once the awarding organisation's procedures are exhausted.	Ofqual General Conditions of Recognition

9. Related policies and legislation

- UKV-QA-02 Public Information, Marketing and Agents Policy
- UKV-QA-08 Fees, Payment, Cancellation and Refund Policy
- UKV-QA-09 Learner Terms and Conditions (Contract of Study)
- UKV-QA-11 Learner Induction, Management and Support Policy
- UKV-QA-20 Malpractice and Maladministration Policy and Procedure
- UKV-QA-21 Conflict of Interest Policy
- UKV-QA-23 Appeals Policy and Procedure
- UKV-QA-25 Safeguarding and Prevent Policy
- UKV-QA-26 Equality, Diversity, Inclusion and Anti-Harassment Policy
- UKV-QA-28 Whistleblowing Policy
- UKV-QA-29 Data Protection and Records Retention Policy
- Consumer Rights Act 2015
- Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013
- Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015
- Digital Markets, Competition and Consumers Act 2024
- UK GDPR and Data Protection Act 2018, as amended by the Data (Use and Access) Act 2025
- Equality Act 2010
- Ofqual General Conditions of Recognition
- BAC complaints procedure

10. Monitoring and review

The Quality Manager keeps a complaints log recording every complaint at every stage, including Stage 1, with its category, dates against each timescale, outcome, remedy and any external referral. The Quality Manager reports to the Senior Management Team each term and to the Academic Board at least annually on the number and type of complaints, timeliness, outcomes, trends and actions taken. Complaint themes feed into UK Versity's self-assessment and improvement planning.

This policy is reviewed annually by September, and earlier if legislation, awarding organisation requirements, BAC standards, an EQA or inspection action or a significant complaint requires it. Complaint records are kept

for at least 3 years after the complaint closes. Where a complaint concerns fees or the learner contract, related financial records are kept for 6 years under the Limitation Act 1980.

Approval and review

Stage	Name and role	Date
Prepared by	Director of Education	30 September 2026
Checked by (policy owner)	Quality Manager	30 September 2026
Approved by	Ramanjeet Singh, Principal and Director of Education, on behalf of the Academic Board	1 October 2026
Next review due	Quality Manager (Shazia Khan) to schedule through the Policy Register UKV-QA-REG	September 2027