



Policy Title	Student Complaints Procedure							
Relates to	HE	<input checked="" type="checkbox"/>	Non-HE	<input type="checkbox"/>	Online	<input checked="" type="checkbox"/>	School	<input checked="" type="checkbox"/>
Approved by	Managing Director							
Author	Head of Education							
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Publication	Staff Access							X
	Student Access							X
	Public Access via Point Blank website							X

STUDENT COMPLAINTS PROCEDURE

1. COMPLAINTS PROCEDURE

If you have a suggestion or a complaint about any aspect of a course or the school generally, please raise it with the person concerned in the first instance. If you are not satisfied with the outcome you can progress the matter through a conciliation stage, and formal first stage and second stage procedures.

2. CONCILIATION STAGE (INFORMAL)

Wherever possible, Point Blank seeks to resolve complaints through a process of conciliation, with complaints procedures operating, in the first instance, at the level at which the matter arose.

If the issue cannot be resolved via conciliation, then the complainant can raise a first stage formal complaint addressed to the Music School Manager. This should be submitted in writing.

3. FIRST STAGE (FORMAL)

If an informal solution cannot be found, then the student can raise a first stage formal complaint addressed to the Music School Manager. This should be submitted in writing. If the complainant is studying on a Middlesex University validated award and a complaint is deemed to be of an academic nature, then the complaint will be escalated to Middlesex University and investigated in accordance with the regulations at: www.mdx.ac.uk/regulations

4. SECOND STAGE (FORMAL)

If the matter cannot be resolved at the formal first stage, then the student may request, in writing, a second stage formal investigation to be conducted by the Head of Education. If the complainant is studying on a Middlesex University validated award and a complaint is deemed to be of an academic nature, then the complaint will be escalated to Middlesex University and investigated in accordance with the regulations at: www.mdx.ac.uk/regulations.

5. OFFICE OF THE INDEPENDENT ADJUDICATOR

Upon completion of the second stage investigation, if the complainant is a Higher Education student, and feels that the issue has still not been resolved then a Completion of Procedures letter will be issued. This Completion of Procedures letter allows the complainant to take the

issue to the 'Office of the Independent Adjudicator'. This letter sets out clearly the issues that have been considered, the provider's final decision and the deadline for bringing a complaint to the OIA.

Once the OIA have received a Completion of Procedures Letter the student should send a completed and signed OIA Complaint Form (available at <http://oiahe.org.uk/making-a-complaint-to-the-oia/oia-complaint-form.aspx>). The OIA must receive this within 12 months from the date on which the provider gave notice to the student of its final decision on the matter, which will normally be the date of the Completion of Procedures letter.

In exceptional circumstances, the OIA may look at a complaint where the internal complaints or appeals procedures have not been completed.

OIA guidance on Completion of Procedures Letters, can be found at <http://oiahe.org.uk/media/100365/completion-of-procedures-letter-guidance-july-2015.pdf>.

Further details of how to make a complaint to the OIA are included at <http://oiahe.org.uk>