

## **NON-ACADEMIC RELATED MATTERS COMPLAINTS POLICY (NARCP)**

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1. Situations may arise where students, or a group of students, are dissatisfied with a non-academic related aspect of their experience or service at the University. The University welcomes input from students as this enables us to develop and improve our non-academic offerings and support we provide to students.
2. The Non Academic Related Matters Complaints Policy (NARCP) applies when students have a complaint or concern about University functions which include but are not limited to:
  - a. Admissions, Marketing and Recruitment
  - b. Estates and Facilities, including accommodation and catering
  - c. Financial matters
  - d. Computing and information technology
  - e. Student Affairs
  - f. Issues or complaints related to official university polices or procedures
  - g. Other matters
3. There are many informal routes by which students may voice a concern. Students should speak to their student government representative, their advisor, give comments in the course evaluations, or speak to a member of the University that they are comfortable approaching. If these routes still do not help, then a student may wish to initiate a complaint.
4. The information in this document outlines the procedure to follow if there is a complaint. This document does not override the wider legal obligations of the University or to employees under contract, or the obligations of students and employees to the University.
5. All complaints will be treated in strict confidence and the University confirms that bringing a complaint or raising an issue will not have a negative impact on academic treatment.
6. The University is often required to work with a range of external bodies, and delays or problems may arise beyond the University's control. A student complaint will only be considered where responsibility lies within the University.
7. If students wish to raise a complaint about the service of an external body with which the University conducts business, the student should contact the relevant organisation directly.
8. Where appropriate, the University will provide advice and support to students where errors arise on behalf of external bodies, but it will not actively participate in a complaint

procedure in such circumstances.

9. If a complaint involves more than one department or non-academic support office, then one person will be designated to respond to the complaint with consultation from the relevant parties. If it is found that the complaint involves an appeal, the student will be pointed to the relevant appeals policy.
10. Students using the complaint process to bring frivolous or vexatious matters to the University's attention will be subject to disciplinary action.
11. Students found to have provided fraudulent evidence or falsified a claim will be subject to disciplinary action.

## Complaint Resolution Process

12. The University offers a Three-Stage Resolution Process to resolve complaints made against a given University function/department.

### Stage I: Informal Resolution

13. An informal complaint should be raised in writing with a member of the relevant team who will attempt an informal resolution of the issue.
14. Students are also encouraged to contact the Complaints department at [complaints@richmond.ac.uk](mailto:complaints@richmond.ac.uk) who will advise on the University's complaints procedure.

### Stage II: Formal Resolution

15. If students are not satisfied with the result or proposed solution, a formal complaint should be raised in writing with the Head/Director of the relevant team using the Formal Complaint Form. The complaint should include:
  - a. A detailed description of the issue and valid evidence to support the claim;
  - b. An indication of desired outcomes i.e. a short statement of what you hope your complaint to achieve.
16. In the case of a group complaint, one student, identified on the Group Formal Complaint Form, will act as the lead student, with the other group members' names listed in the relevant section on the form. The University will only contact the lead student in connection with the group appeal. The University will expect the lead student to distribute the University's communications among the group and collate the group's response to the University's enquiries to give to the University. The University cannot be held responsible if the lead student does not accurately provide the views of any member of the Group or if they do not pass on information from the University.

17. The University reserves the right to propose individual solutions to any group complaint.
18. A group complaint is defined as an expression of dissatisfaction by two or more students about the University's action or lack of action, or about the standard of service provided by the University.
19. The Head/Director of the relevant team will acknowledge receipt of the complaint, normally in five working days, and provide a provisional response to the issues raised. This response may also indicate what formal action, if any, the Department will take.
20. If the complaint concerns the Head/Director of the relevant team, it should be referred to a designee.

### **Stage III: Further Review of Complaint**

21. If students are not satisfied with the decision received from the Head/Director of the relevant team, they should submit a Further Review of Complaint form, along with the response of the Head/Director, within five working days of receipt, to the Office of the President. The President will review the complaint and, where necessary, make recommendations for further action at the relevant University committee or board.
22. In the case of a group complaint students should use the Group Further Review of Complaint Form. One student, identified on the form, will act as the lead student, with the other group members' names listed in the relevant section on the form.
23. The University reserves the right to propose individual solutions to any group complaint.
24. The grounds for Further Review are:
  - a. New evidence exists that could not have been reasonably presented in the previous stage;
  - b. A procedural irregularity occurred in the conduct of the complaints process;
  - c. A decision was manifestly unreasonable or influenced by prejudice or bias, or perception thereof, on the part of the decision-maker(s).
25. In line with OIA expectations, once a student has finished the University's internal complaints or appeals procedures, the University will promptly send a Completion of Procedures Letter. This Letter will set out clearly what issues have been considered and the University's final decision.
26. Should an error, an example of bad practice, or failing be identified the University will take timely action to resolve the issue.

## Advice and Support

27. Students may also raise issues at the Student Experience Committee, as well as ask for informal advice and support at any time, from the Department of Student Affairs, Academic Advisors, the Student Government, and/or Registry Services.
  
28. Students may also wish to refer to the following documents:
  - a. Admissions Policy;
  - b. Complaints Policy: Academic Related Matters.

## VERSION MANAGEMENT

<b>Responsible Department: Provost Office</b>			
<b>Approving body: Academic Board</b>			
<b>Version no.</b>	<b>Key Changes</b>	<b>Date of approval</b>	<b>Date of effect</b>
<b>1</b>		<b>24 July 2018</b>	<b>28 August 2018</b>
<b>2</b>	Corrected typos	<b>13 February 2019</b>	<b>13 February 2019</b>
<b>3</b>	Corrected typos	<b>11 April</b>	
<b>4</b>	Added Formal/Further Review forms and Complaints email.	<b>25 June 2020</b>	<b>11 August 2020</b>
<b>5</b>	Added Group Complaints.	<b>3 September 2021</b>	<b>6 September 2021</b>
		<b>Restricted access?</b> <i>Tick as appropriate</i> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	