Navitas UPE Student Complaints and Academic Appeals Procedure

1 What is a student complaint?

Student Complaints

Navitas UPE will consider complaints raised by one or a group of students under the Navitas UPE Student Complaints policy NPR10a.This policy covers complaints relating to Student and Academic Services, Admissions, Teaching, Accommodation, Fees/Charges and College facilities.

Complaints about staff and student behaviour may fall under other policies such as Bullying and Harassment, Student Discipline or Fitness to Study. If you are unsure and would like further information and guidance please contact the Navitas UPE Academic Registry at the following address:

UPE.AcademicRegistry@Navitas.Com or telephone: P: + 44 (0) 7384 215236

What is an academic appeal?

Academic Appeals

If you would like to make a complaint about an academic decision made by a board of examiners, you will need to make an academic appeal. Full information is available in CPR 10b.

3 How do I make a complaint or academic appeal?

The Process

Both the complaints and academic appeals policies describe the processes that apply within Navitas UPE. In the first instance, you should try to resolve the matter with the person or body responsible. This may not be possible, in which case you should complete the complaints and appeals form and submit it to the UPE Academic Registry. Further details of how the process works are available on the form and within the polices.

4 What happens if my complaint is not upheld?

Review

If you are dissatisfied with the response to your complaint or academic appeal, you may request a review. Further information is available within CPR 10a and CPR 10b policies.

6 What if the review of my complaint or appeal is not upheld?

Office of the Independent Adjudicator

If a review request is not upheld and you remain dissatisfied, you may be able to complain to the Office for the Independent Adjudicator for Higher Education.

You will only be eligible to do this if you have received a completion of complaints procedures letter from Navitas UPE Academic Registry.

More information on the OIAHE is available here: https://www.oiahe.org.uk/