

Policy and Procedure

European College of Polytechnics



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European College of Polytechnics

Student Complaints and Academic Appeals Policy

I. Scope

- (1) At the European College of Polytechnics, an academic complaint is identified as any specific issue raised by a student regarding the delivery of a course or study programme or related academic services. Additionally, an academic appeal is defined as a formal request to review decisions made by academic entities responsible for overseeing student progress, assessments, and awarding qualifications. Student complaint is considered to be any expression of dissatisfaction with the actions, inaction, or the level of service provided by ECP or its representatives.
- (2) Academic appeal does not challenge the academic judgments of examiners, such as requesting reassessment of submitted work. Appeals are considered under circumstances such as not accounting for serious conditions affecting performance, procedural errors in assessments, or instances of bias or prejudice by examiners.

II. Eligibility for Making a Complaint

- (3) Any currently enrolled student can lodge a complaint. ECP aims to resolve complaints and issues swiftly, fairly, and efficiently, encouraging resolution at the informal stage with the involved staff members. The procedure encompasses issues related to student administrative services, the student learning experience, and appeals against the application of regulations. However, it excludes examination results, disciplinary processes, academic offences, and admissions decisions.

III. Process and Responsibilities

- (4) Stage One: Informal Resolution. Initially, students are encouraged to discuss their complaint directly with the staff member involved. If the complaint concerns regulation application, it should first be directed to the head of the academic division. This stage may escalate to the staff member's line manager for resolution.
- (5) Stage Two: Formal Complaint. If unresolved at Stage One, the complaint should be formally submitted in writing to the leadership division or the head of student affairs. The complaint must be detailed and supported by evidence. The Head of Student Affairs, or a designated investigator, will review and make a determination.

- (6) Stage Three: Review Stage. Should the complaint remain unresolved, or if procedural flaws are identified, it can be escalated for review by the Complaints Resolution Panel. The panel will review all documentation without the presence of the complainant to ensure an impartial decision.
- (7) Stage four: Completion of the Process and Timeframes. The procedure outlines specific timeframes for lodging complaints and appeals, with a general guideline that issues should be raised within 4 weeks of their occurrence.

IV. Support and Guidance

- (8) ECP commits to providing support throughout the complaints and appeals process, ensuring students understand their rights and the procedures involved.