

Subject:	Student Complaints and Grievance Procedures		
Version:	V10-190707	Supersedes:	V9-181211
<p><i>This document is issued and controlled by the Quality Manager. Approval for changes may only be given by the Director or in his/her absence, a nominee appointed by the Director. This is a controlled electronic document, is subject to updates and must not be copied.</i></p>			

Contents

1. INTRODUCTION	2
2. DEFINITION AND SCOPE	2
3. TIMEFRAME FOR MAKING A COMPLAINT	3
4. DELEGATION OF RESPONSIBILITY	4
5. COMPLAINTS PROCEDURE STAGES	4
6. NOTES	6
Appendix 1 - Student Complaint Guidelines & Forms - 2019	8
Appendix 2 - University Level Review (ULR) Form - 2019	16

1. INTRODUCTION

The latest version of this procedure is available at <http://www.mdx.ac.ae/life-at-university/current-students/student-complaints-and-grievances>

This statement has been adapted for the Dubai campus from Middlesex University's 'Student complaints and grievance procedures'. Middlesex UK's policy is available at: https://www.mdx.ac.uk/_data/assets/pdf_file/0021/424182/Student-Complaints-and-Grievance-Procedures.pdf

- 1.1 The University is committed to providing a high quality experience for each student and encourages students to inform it where there is any cause for concern. The University's Student Complaints and Grievance Procedures therefore exist to enable students to make complaints about such matters.
- 1.2 This procedure seeks to ensure that complaints against the University made by students are treated seriously and, if found to be valid, are acted upon to ensure that the students' interests are protected as far as it is possible for the University to do so.

2. DEFINITION AND SCOPE

- 2.1. A complaint is defined as an expression of dissatisfaction about matters that affect the quality of the student's learning experience, or about a standard of service provided by or on behalf of Middlesex University.
- 2.2. These Regulations cover all students registered on programmes at Middlesex University's Dubai campus, including research students, members of staff registered on University programmes, and those on work placements, engaged in work-based learning or during periods of approved interruption of studies.
- 2.3. Former students may raise issues of complaint within the timescales stated in 3 below.
- 2.4. The Regulation on Student Complaints does not cover the following (specific procedures exist for dealing with these as noted in brackets):
 - (a) appeals against Assessment Board decisions (taught programmes) or examination decisions of the University Research Degrees Board (research degrees);
 - (b) complaints relating to a case of alleged misconduct by the complainant (student conduct and discipline regulations)

- (c) matters relating to fitness to practice where there is an existing relevant fitness to practice procedure (School fitness to practice procedures)
 - (d) matters which fall within the remit of the University's student disciplinary procedures.
 - (e) matters which fall within the remit of University's admissions procedures.
- 2.5. The University reserves the right to reclassify a complaint as an academic appeal or vice versa, if the submission is deemed to have been made to the incorrect procedure, or the submission falls properly within the remit of one procedure rather than the other. The outcome of an appeal cannot be made the subject of a complaint except where there is possible material error in arriving at the decision.
- 2.6. The final decision regarding a matter raised under Student complaints and grievance procedures shall be considered to be the final decision of Middlesex University Dubai. There is no right to further consideration of the same matter under a different associated policy.
- 2.7. Each complaint will be considered on its own merits, subject to all legal and professional requirements.
- 2.8. A student will not be treated less favourably by the University or suffer any detriment or disadvantage if s/he makes a complaint in good faith, regardless of whether the complaint is successful. Anonymous or vexatious complaints will not normally be considered and the latter may lead to action under the Student Conduct and Discipline procedures.
- 2.9. Any member of staff mentioned in a complaint will not be treated less favourably by the University than if the complaint had not been brought. If, however, the complaint against a member of staff is upheld, that member may be subject to disciplinary proceedings under University policy for staff.
- 2.10. These internal regulations of the University and their associated policies and guidance will be operated in accordance with principles of equal opportunities, fairness and equality. Complaints will be handled with an appropriate level of confidentiality. There is an expectation that students and staff members will treat both the complaints processes and each other with respect.
- 2.11. It should be noted that these complaints procedures are not designed to deal with problems such as: unexplained absence of a lecturer; late arrival of University buses; maintenance issues in student accommodation, and so on, except in so far that such concerns are not resolved through simpler procedures or are persistent.

3. TIMEFRAME FOR MAKING A COMPLAINT

- 3.1. A student who is, or was recently a registered student, or a group of students wishing to complain should normally do so within 3 months of the event which has given rise to the complaint or, if a series of events has given rise to a complaint, within 3 months of the final event in the series.

4. DELEGATION OF RESPONSIBILITY

4.1. The Director of Middlesex University Dubai delegates responsibility for dealing with student complaints as follows:

- Stage 1 (Early Resolution) student complaints are dealt with by the appropriate programme teams (academic) and/or Professional Services departments as applicable.
- Stage 2 (Formal Stage) student complaints are dealt with by the appropriate Campus Programme Coordinators or Managers of Professional Services departments
- Stage 3 (University-Level Review) investigations are managed by the Deputy Director on behalf of the Director. The Deputy Director may nominate a Campus Programme Coordinator or Manager from an area that was not involved in the Stage 2 process or call a Panel of senior staff members to carry out the review.

5. COMPLAINTS PROCEDURE STAGES

Stage 1 (Early Resolution)	Stage 2 (Formal Stage)	Stage 3 (University-Level Review)
Module Coordinator	Campus Programme Coordinator	Deputy Director
Campus Programme Coordinator	Deputy Director	Complaints Panel
Staff member in a Professional Services department	Manager of a Professional Services department	Deputy Director

5.1. Stage 1: Early Resolution

- i. Initially, a student should seek to deal with his/her complaint at the level at which the event leading to the complaint occurred. This could be either at programme level, or within the relevant service department.
- ii. A student should, if at all possible, address his/her complaint to the member of staff most directly involved in the event leading to the complaint, in order to give that person the opportunity to address his/her concerns.
- iii. If for any reason the student does not feel that this is possible, s/he should seek advice from the Student Office or the Quality Office in order to identify an appropriate alternative mechanism of early resolution. If necessary an Investigating Officer will be nominated to deal with the student's complaint.
- iv. Every effort will be made by the Investigating Officer to enable the clear articulation of the issue and to resolve the complaint simply and quickly. The Investigating Officer may invite the student to a meeting to discuss the matter in an attempt to reach a resolution.
- v. Stage 1 complaints will be dealt with in a timely fashion. Those involved in investigating the complaint will establish appropriate timescales based on its nature and complexity. These timescales should be communicated to the student and the student kept informed of any changes. Where possible, the investigation should be completed within 28 working days.

- vi. At the end of Stage 1, a student will be provided with a written response to his/her complaint, copied to the Deputy Director, which will either:
 - a. Detail the proposed resolution; OR
 - b. If no resolution has been proposed, explain why resolution has not been considered to be possible.

5.2. Stage 2: Formal Complaint

- i. If a student is not satisfied with the outcome of Stage 1, s/he may choose to submit a Stage 2 complaint, by completing the Complaints Form. This should be done within 21 working days of the release of the written response to Stage 1. A Stage 2 complaint will normally only be considered following the completion of the early resolution stage.
- ii. A student wishing to submit a Stage 2 complaint should do so to:
 - a. the Campus Programme Coordinator (for academic programme-related complaints), or
 - b. the Manager of the relevant service department or his/her nominee (for service related complaints).
- iii. If the Campus Programme Coordinator or Manager of the service department was involved in the case at Stage 1, s/he will nominate an appropriate alternative individual to consider the case. If no appropriate individual can be found within the programme team or service department, s/he shall refer it to the Deputy Director, who will then assign the case to an appropriate individual.
- iv. The receipt of the complaint form will normally be acknowledged within 7 working days.
- v. The Campus Programme Coordinator or Manager of the service department or their nominees will consider the case appropriately. This will normally involve discussions with the student and/or the subject of the complaint.
- vi. Complaints will be dealt with in a timely fashion. The Campus Programme Coordinator or Manager of the service department will establish appropriate timescales based on the nature and complexity of the complaint. These timescales should be communicated to the student and the student kept informed of any changes. Where possible, complaints should normally take no more than 21 working days to investigate from the acknowledgement being sent.
- vii. The Campus Programme Coordinator or Manager of the service department or their nominees will inform the complainant, the subject of the complaint and the Deputy Director, in writing, of the outcome of the investigation.
- viii. A summary of the outcome will be reported to the Quality Office.

5.3. Stage 3: University-level review

- i. If a student considers that:
 - a. there has been a procedural irregularity in the conduct of the Stage 2 investigation; or
 - b. new information has come to light, which the student was unable to disclose previously and which would have had a material impact upon the investigation previously undertakens/he can request a review of the outcome of the Stage 2 investigation. A student wishing to request a review must do so within 21 working days of the written response to Stage 2. The review request must be submitted to the Deputy Director using the University Level Review Form (ULR).

- ii. This is not a reopening of the original complaint. Dissatisfaction with the outcome of the appeal is not alone a valid reason for requesting a review.
- iii. The receipt of a review request will normally be acknowledged within 7 working days.
- iv. The review will be carried out by the Deputy Director or a panel of senior staff members. The review will consider whether the outcome of Stage 2 was reasonable rather than reconsider the original case and its evidence.
- v. Further discussions may be held with the student and/or subject of the complaint and with members of staff involved at Stage 1 and/or Stage 2.
- vi. Where possible, reviews should normally take no more than 21 working days to investigate from the acknowledgement being sent. The Deputy Director or a panel of senior staff members undertaking the review will establish appropriate timescales based on the nature and complexity of the case. These timescales should be communicated to the student and the student kept informed of any changes.
- vii. The Deputy Director or a panel of senior staff members will inform the complainant, the subject of the complaint and the Director, in writing, of the outcome of the investigation.
- viii. An annual report of student complaints will be prepared by the Deputy Director.

6. NOTES

- 6.1. These complaints procedures and any decisions made under them are not intended to give rise to legal rights, or obligations on the University to pay compensation either in respect of a decision made pursuant to the procedures or for a breach of these procedures. Anonymous complaints will not normally be considered.
- 6.2. The University will hear and consider a complaint only if lodged by a student or group of students themselves and will not deal with third parties, even with the permission of the student(s), unless in exceptional circumstances which prevent a student representing themselves (selves). The student(s) is(are) entitled, however, to be supported in any complaint hearing by an individual who will be a staff or student member of the University. Legal representation is not allowed at meetings other than in exceptional circumstances and with the express permission of the investigating officer not less than 24 hours prior to the meeting.
- 6.3. The Deputy Director is responsible for interpreting these procedures and his/her decision shall be final except in cases where the interpretation involves a complaint against the Deputy Director in which case interpretation of the procedures shall be the responsibility of the Director.
- 6.4. 'Working day' refers to a day on which the University is normally open; it does not include Fridays and Saturday, Public Holidays, or other designated periods of closure outlined in the Academic Calendar or otherwise publicised by the University.
- 6.5. Record keeping
 - Records of complaints resolved at Stage 1 must be maintained securely the concerned member(s) of staff for a period of one (1) year from the date of resolution of the complaint.

- All records relating to resolution of complaints through Stage 2, should be maintained securely by the Campus Programme Coordinator or Manager of the service department or their nominees, as appropriate, for a period of three (3) years from the date of resolution of the complaint.
- All records pertaining to Stage 3 should be maintained securely by the Deputy Director's office for a period of three (3) years from the date of resolution of the complaint.

Appendix 1 - Student Complaint Guidelines & Forms - 2019

GUIDANCE FOR STUDENTS ON MAKING COMPLAINTS

Introduction

This guidance focuses on how to make and resolve complaints and simplifies the more formal University's regulations – Student complaints and grievance procedures (see <http://www.mdx.ac.ae/life-at-university/current-students/student-complaints-and-grievances>). Note there are separate procedures in the regulations for academic appeals. Please follow the flowchart below which goes through the complaints stages.

Type of Student Complaints:

- Against a fellow student
- Against member of non-teaching staff/services
- Against member of faculty / teaching staff / tutors
- Academic / non academic complaints
- Against facilities on campus / in Residences
- Against University policies

Initial Discussion:

Student should raise the complaint directly with the person whose processes or behaviour they are unhappy about and try to resolve it.

Still not
resolved

Stage 1: Early Resolution

If you have spoken to someone but want to take your complaint further, you should submit a Stage 1 complaints form and submit it to the Quality Office along with evidence. Your complaint will be forwarded to the concerned Manager/CPC and they will try to resolve your case within 7 days.

Still not
resolved

Stage 2 - Formal Stage

Fill up the Stage 2 form and address it to the Deputy Director, CPC or Manager of the Department
Complaint to be submitted within 21 working days of written response of Stage 1
Complaint to be resolved within 21 working days of having received the complaint
Form to be submitted to the Quality Office

Still not
resolved

Stage 3 - University Level Review

Use the [University Level Review Form](#) to write to the Campus Director.
Complaint to be submitted within 21 working days of written response of Stage 2
Refer to Quality Office for guidance

Note 1: A copy of your complaint will be held confidentially and shared with others only on a 'need- to-know' basis. Your original complaint will be sent to the person who will be investigating it.

Guidance on writing your complaint

Read the full formal complaints procedures at <http://www.mdx.ac.ae/life-at-university/current-students/student-complaints-and-grievances>.

Time scales:

- A student must make a complaint within 3 months of the incident;
- 21 working days to appeal between stages 1 and 2 and stages 2 and 3;
- Complaint to be resolved within 28 working days at Stage 1 & Stage 2

The University will hear and consider a complaint only lodged by a student or group of students themselves and will not deal with third parties. Write your complaint to one person only, so that they are responsible for responding. Otherwise there can be confusion and your complaint will be delayed. If you want to copy in others for information, then make it clear that you are doing this. It is **strongly** recommended that you seek help and advice with the construction of your complaint (see Note 1 on front page).

Your complaint

- Your complaint needs to offer a short account of what has happened
- Keep it brief but include all the facts: names, places, dates, times, conversations, witnesses
- Include what affect the situation has had on you/others
- Attach evidence: e.g. witness statements, emails, medical certificates
- Ideally, word process your complaint, or write very clearly with a black pen

What outcome are you seeking?

If you are escalating your complaint to a further stage, you must state why you are not satisfied with the previous response and be clear about what outcome you are seeking.

- Do you want an apology?
- A change to processes or policies?
- Compensation of another kind?
- Attention paid to the issue at a senior level?

Supporting documents

- A chronology listing in date order all letters, emails, telephone calls and meetings that are relevant to your complaint.
- A signed statement from anyone who can provide evidence relevant to your complaint.
- Copies of relevant documents or other information to which you refer in your complaint.

What have you done so far?

The complaints procedure is progressive. If you are unhappy about one stage, you must resubmit the complaint stating what has happened so far and giving reasons why the complaint remains in your view unresolved.

What happens next?

Submit your complaint by email or in person to the member of staff dealing with your complaint. You should receive an acknowledgement when it is received and a response within 10 working days; if the investigation is taking longer, you will be kept informed. You may be asked to attend an interview with the member of staff who is investigating.

Key Staff (as of April 2019)

Quality Officer
HR & Administration Manager

Sarita Karnik, S.Karnik@mdx.ac.ae
Claudia Maher, C.Maher@mdx.ac.ae

Student Complaint Form – Stage 1

Important:

Please read the full procedure on the University's website before you complete this form. You must normally have tried to resolve your complaint at local level with the person whose processes or behaviour you are unhappy about, before using this form. Please note if you do not complete all parts of this form or fail to enclose all relevant documents, the investigation into your complaint may be delayed.

If you are not satisfied with the decision at the conclusion of this Stage 1, you may appeal using the Stage 2 Form to the Deputy Director, CPCs, Managers or their nominee. You will need to submit the appeal within 21 working days of receiving the outcome of the Stage 1.

Your Personal Details

Date of Complaint	
Surname (family name)	
Forenames (given names)	
MDX Student ID	
Name of your programme	
Address for correspondence	

Daytime phone	
Email address – University & personal (all progress updates of your complaint will normally be by email in the first instance).	

YOUR COMPLAINT

Please briefly set out below the main points of your complaint. You can send this electronically, but if using hard copy and need more space, continue on the back of the form or on a separate sheet of paper, which you must attach securely to this form. The complaints process cannot be used for making appeals against Assessment Board decisions. If your complaint appears to be an academic appeal, it will be referred to the Academic Registrar for consideration. see URL

https://www.mdx.ac.uk/_data/assets/pdf_file/0027/490545/Appeal-Regulations-and-Procedures.pdf

Complaint against	
Nature of Complaint – specific details	
Date of Incident (if any)	
What outcome are you seeking?	
Supporting Documents supplied	
Total number of pages submitted, along with supporting documents	

WHAT HAVE YOU DONE SO FAR?

Explain briefly what steps you have taken so far to resolve your complaint, including who you contacted and when; the response you received and why you are not satisfied with the response from the previous stage.

Steps taken so far	
Reasons for not being satisfied with the previous stages	
Desired Outcome	

Please normally allow 21 working days for a response and please keep copy for your own record.

Tick the appropriate stage that this complaint has reached 

Informal Stage	Formal Stage	Appeals
<input type="checkbox"/> Module Coordinator	<input type="checkbox"/> Campus Programme Coordinator	<input type="checkbox"/> Director
<input type="checkbox"/> Campus Programme Coordinator	<input type="checkbox"/> Deputy Director	<input type="checkbox"/> Student Complaints Panel
<input type="checkbox"/> Staff member in a Professional Service department (eg Student Office staff, IT, Library etc)	<input type="checkbox"/> Manager of a Professional Services department	<input type="checkbox"/> Deputy Director

Please sign this DECLARATION

- I have read the Student Complaints and Grievance procedures
- I understand that the information given with this form will be treated as the definitive statement of my case and that any information given later could be disregarded

Signature:..... Date:.....

Student Complaint Form – Stage 2

Important:

Please read the full procedure on the University's website before you complete this form. You must normally have tried to resolve your complaint at local level with the person whose processes or behaviour you are unhappy about, before using this form. Please note if you do not complete all parts of this form or fail to enclose all relevant documents, the investigation into your complaint may be delayed.

If you are not satisfied with the decision at the conclusion of this Stage 2, you may appeal using the University Level Review (ULR) Form to the Deputy Director, CPCs, Managers or their nominee. You will need to submit the appeal within 21 working days of receiving the outcome of the Stage 1.

Your Personal Details

Date of Complaint	
Surname (family name)	
Forenames (given names)	
MDX Student ID	
Name of your programme	
Address for correspondence	
Daytime phone	
Email address – University & personal (all progress updates of your complaint will normally be by email in the first instance).	

YOUR COMPLAINT

Please briefly set out below the main points of your complaint. You can send this electronically, but if using hard copy and need more space, continue on the back of the form or on a separate sheet of paper, which you must attach securely to this form. The complaints process cannot be used for making appeals against Assessment Board decisions. If your complaint appears to be an academic appeal, it will be referred to the Academic Registrar for consideration. see URL

https://www.mdx.ac.uk/_data/assets/pdf_file/0027/490545/Appeal-Regulations-and-Procedures.pdf

Complaint against	
Nature of Complaint – specific details	
Date of Incident (if any)	
What outcome are you seeking?	
Supporting Documents supplied	
Total number of pages submitted, along with supporting documents	

WHAT HAVE YOU DONE SO FAR?

Explain briefly what steps you have taken so far to resolve your complaint, including who you contacted and when; the response you received and why you are not satisfied with the response from the previous stage.

Steps taken so far	
Reasons for not being satisfied with the previous stages	
Desired Outcome	

Please normally allow 21 working days for a response and please keep copy for your own record.

Tick the appropriate stage that this complaint has reached 

Informal Stage	Formal Stage	Appeals
<input type="checkbox"/> Module Coordinator	<input type="checkbox"/> Campus Programme Coordinator	<input type="checkbox"/> Director
<input type="checkbox"/> Campus Programme Coordinator	<input type="checkbox"/> Deputy Director	<input type="checkbox"/> Student Complaints Panel
<input type="checkbox"/> Staff member in a Professional Service department (eg Student Office staff, IT, Library etc)	<input type="checkbox"/> Manager of a Professional Services department	<input type="checkbox"/> Deputy Director

Please sign this DECLARATION

- I have read the Student Complaints and Grievance procedures
- I understand that the information given with this form will be treated as the definitive statement of my case and that any information given later could be disregarded

Signature:..... Date:.....

Appendix 2 - University Level Review (ULR) Form - 2019

Important:

You may request a review of the outcome of the Stage 2 investigation and must do so within 21 working days of the written response to Stage 2. Please submit this form to Dr Cody Paris, Deputy Director of Middlesex University Dubai, at C.Paris@mdx.ac.ae.

Today's Date	
Surname (family name)	
Forenames (given names)	
MDX Student ID	
Name of your programme	
Address for correspondence	
Daytime phone	
Email address (all progress updates of your complaint will normally be by email in the first instance)	
Your reasons for review and why you are not satisfied with the conclusion of the Stage 2 – Formal Stage:	

<p>What outcome are you seeking?</p>	
<p>Please indicate total number of pages plus any supporting documents along with the outcome of formal complaint:</p>	
<p>Please sign this DECLARATION</p> <ul style="list-style-type: none"> • I have read Middlesex University Dubai’s Student Complaints and Grievance procedures • I understand that the information given with this form will be treated as the definitive statement of my case and that any information given later could be disregarded <p>Signature:..... Date:.....</p>	

Previous Version	Changes to previous version in the current version and date.	Updated by	Authorised by
V10	Student Guidance and Complaints forms updated	Quality Manager	Director
V9	Changed weblinks to reflect new website	Quality Manager	Director
V8	Major updates to the policy statement across all sections based on the revisions proposed to MU London policy. Weblink changed to reflect new location of this Procedure.	Quality Manager	Director
V7	Changed weblinks to reflect new website	Quality Manager	Director
V5	Reviewed & updated the policy based on minor changes to MU London policy. The numbering in the document was brought more in line with the London policy. 01 Sep 2015.	Quality Manager	Director
V4	Updated the policy based on changes to Middlesex UK policy statement. Some responsibilities reassigned to new job designations on campus (eg Deputy Director)	Quality Manager	Director
V3	Updated some sections to align closer with Middlesex UK policy. Some designations updated.	Quality Manager	Director
V2	Replaced Campus Resource Manager with Manager, Administration and HR. 30 August 2010.	Quality Manager	Director