

## Complaints Procedures

A complaint may be defined as "an expression of dissatisfaction that needs a response". The expression of dissatisfaction may take the form of an informal, verbal complaint or a formal, written complaint.

The Complaints Procedure which is set out in this document should be used by anyone to pursue complaints about any service or lack of service provided by the Institution to which a response is expected.

### Complaints Procedure

1. The Complaints Procedure should be used by anyone to pursue complaints about any service or lack of service provided by the Institution to which a response is expected.
2. Please refer Online Complaint/Suggestion box feature available in Student Zone to raise any concern.
3. Complaints are specific concerns about the provision of a course/module or a program of study or related academic or non-academic service.
4. When appropriate, a complaint is first resolved through informal discussion with the party/office directly involved.
5. If not resolved at this level, a formal complaint is submitted by the student to the Student Support Manager office within 14 days from the day the outcome of this discussion is made known to the student.
6. Upon receipt of the complaint, depending on the nature of the complaint, the Student Support Manager will undertake an initial assessment of the validity of the complaint and advise the student accordingly within 2 days of complaint raised.
7. In the event that the student's complaint could not be resolved the Student Support Manager forwards the complaint with all relevant documentation to the concerned Functional Head (Academics/Admission/Accounts/IT Service/Examination) within 1 day.
8. The Functional Head will hear the complaint and discuss with concerned Teaching/Administrative staff. Appellant may be contacted individually for further discussion.
9. The Functional Head must inform the student through Student Support Manager of its decision within Three days of the hearing.
10. The student has the right to subsequently appeal to the Head of Institution against the decision of Functional Head.
11. If the appellant wishes to contest the Head of Institution decision, he/she has the right to escalate a complaint with the Open University (Email- OUVV-Director@open.ac.uk)

12. The Student Support Manager Office and Secretary of Academic Governance Committee will keep records of outcomes for all complaints cases.
13. The Academic Governance Committee will receive annual summary reports regarding all complaints received by the Institution.

## Complaints: principles

Complaints will be treated seriously and complainants will not suffer any disadvantage or recrimination as a result of making a complaint in good faith. Complaints should not be made frivolously, or with malice, and we will not investigate them.

Complaints are resolved informally and quickly between the relevant parties, In case informal process fails, formal process starts(i.e. letters, evidence, documentation and formal decisions etc.). We will provide an opportunity for a review of a formal decision on the grounds of unfairness, unreasonableness, or procedural irregularity, but we will not allow complaints to be re-presented at higher levels just in order to seek a different outcome.

Steps are taken to reduce the likelihood of inhibition from the complainant due to a perception that they will be treated unfavourably as a consequence.

To make a complaint a complainant must start at level 1. The following sections explain what this means, and what to do if a complaint is not resolved satisfactorily.

- Level 1: Attempt an informal resolution with the person directly concerned
- Level 2: Formal written complaints to the relevant Process Head
- Level 3: Appealing against the decision –Review by Head of the institution

If the Head of the institution upholds the complaint, they will tell the complainant in writing, and write to the Head of Unit explaining in what way the complaint was not handled fairly and reasonably or how procedure was breached, and they will instruct Head of Unit to reconsider the complaint fairly and reasonably and according to procedure. Exceptionally, if they believe this may not be possible for some reason, they may take other reasonable steps to ensure that the complaint is dealt with fairly and reasonably and following the correct procedure.

If the Head of the institution does not uphold the complaint, they will write to the complainant giving reasons. The Head of the institution may decide to uphold part but not all of the complaint, and will respond to the complainant accordingly.

There is **no** further internal appeal.

The Head of the institution will make an annual report to the Executive Committee on the exercise of their powers to investigate "level 3" appeals against complaints decision, which will identify the numbers of complaints dealt with and their type and outcome, without identifying individual complainants, but highlighting in particular any issues which may indicate a general need for change or improvement.

## *Monitoring and Evaluating the Complaints*

The Complaints Procedure is monitored for effectiveness and a record is kept of the outcome of each complaint as well as an assessment on how the process functions. The Amity Executive Team is informed regularly on complaints and the functioning of the procedure. The Annual Policy Review is used to highlight any need to modify the Complaints Procedure due to weaknesses which have been observed or internal / external changes.

### **Conduct of the enquiry by the Complaint Committee**

Any complainant person aggrieved shall prefer a complaint before the Complaint Committee at the earliest point of time and in any case within 15 days from the date of occurrence of the case. The complaint shall contain all the relevant and addressed to the Complaint Committee.

If the complainant feels that she cannot disclose her identity for any particular reason the complainant shall address the complaint to the Institution Head and hand over the same in person or in a sealed cover. Upon receipt of such complaint the head of the institution shall retain the original complaint with himself and send to the Complaint Committee a gist of the complaint containing all material and relevant details, other than the name of the complainant and other details, which might disclose the identity of the complainant.

The Complaint Committee shall take immediate necessary action to cause an enquiry to be made discreetly or hold an enquiry, if necessary.

The Complaint Committee shall after examination of the complaint submit its recommendations to the Head of the institution recommending the penalty to be imposed.

The head of the institution upon receipt of the report from the Complaint Committee shall after giving an opportunity of being heard to the person(s) complained against, confirm with or without modification the penalty recommended after duly following the prescribed procedure.

Email- [support@amityglobalvarsity.com](mailto:support@amityglobalvarsity.com)

## **Non-Discrimination Policy**

It is the Institutions policy to comply with the Non-discrimination Laws by providing reasonable modifications in its rules, policies and practices, by removing communication barriers, and by providing auxiliary aids and services, when necessary to insure that individuals with disabilities who meet the Institutions essential eligibility requirements for the receipt of services or participation in Institutional programs or activities are afforded opportunities equal to those of non-disabled individuals. "Discrimination" shall mean any

distinction, exclusion, limitation or preference which has the purpose or effect of nullifying or impairing equality of treatment in education or employment or by way of act.