



QAA

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UK Quality Code for Higher Education Chapter B9: Complaints and appeals on academic matters
Chapter B9: Complaints and appeals on academic matters - Introduction

Does the title of this Chapter adequately reflect its content?

Yes

Is this Chapter sensitive to the diversity of higher education providers, higher education students, and modes of learning?

Yes

Higher education providers have procedures for handling student complaints about the quality of learning opportunities and appeals against academic decisions which are fair, efficient, accessible and timely and which promote enhancement.

7. Do you agree with the wording of the Expectation for this Chapter?

The intent of the expectation is not problematic, but the wording needs to be amended. As written, it is the academic decisions rather than the appeals process that is required to fair, efficient, accessible and timely.

Indicator 1

Higher education providers ensure that students have the opportunity to raise matters of concern without risk of disadvantage

Agreed

Indicator 2

Higher education providers ensure that their approach to complaints and appeals encourages positive engagement with the process and offers opportunities for early resolution.

The phrase 'encourages positive engagement with the process' is unclear and should be removed.

Indicator 3

Higher education providers make available accessible information on their complaints and appeals procedures.

Agreed

Indicator 4

Higher education providers satisfy themselves that appropriate advice and guidance is available for students making a complaint or an appeal, and for staff involved in handling or supporting complaints and appeals.

The phrase 'or supporting' should be removed.

Indicator 5

The design of complaints and appeals procedures enables them to be conducted in a timely, fair and reasonable manner.

Agreed

Indicator 6

Complaints and appeals procedures are conducted in a timely, fair and reasonable manner.

Agreed

Indicator 7

Higher education providers ensure that appropriate action is taken following a complaint or an appeal.

Agreed

Indicator 8

Higher education providers have effective arrangements to record and report on complaints and appeals, to monitor and evaluate the effectiveness of procedures, and to reflect on their outcomes for enhancement purposes.

Agreed