



Policy:	Student Complaints Policy
Date of approval:	March 2026
Effective date:	April 2026
Next review date:	March 2027

1. Purpose

Kingsford Education Group (KEG) is committed to providing a fair, transparent, and accessible process for handling student complaints.

The purpose of this policy is to ensure that student complaints are addressed promptly, fairly, and consistently, with an emphasis on early resolution wherever possible. The policy supports continuous improvement by identifying areas where services and student experience can be enhanced. This policy distinguishes between complaints and academic appeals, which are managed under a separate Academic Appeals Policy.

2. Scope

This policy applies to all students enrolled at Kingsford Education Group (KEG).

It covers complaints relating to services, facilities, staff conduct, and administrative processes within the control of KEG. It does not cover academic judgement, which is addressed through the Academic Appeals Policy.

3. Principles

KEG is committed to the following principles in handling complaints:

- Students have the right to be treated fairly, respectfully, and without disadvantage when raising a complaint.
- Students have the right to be accompanied by a friend or representative at formal stages of the procedure.
- Complaints should normally be raised as soon as possible and initially addressed informally.
- All complaints will be handled confidentially, as far as reasonably practicable.
- Procedures will be clear, timely, and transparent.
- Formal records of complaints and outcomes will be maintained.
- Multiple complaints relating to the same issue may be considered together to ensure consistency.
- Repeated complaints without new evidence may be rejected.
- Deliberately false or malicious complaints will be treated as misconduct.
- Complaints will not normally be investigated while related disciplinary proceedings are ongoing, unless directly relevant.

4. Informal Resolution

Students are encouraged to resolve concerns informally in the first instance.

- Where appropriate, students should raise the issue directly with the individual concerned or with a relevant staff member.
- An informal meeting should normally take place within 10 working days of the concern being raised.
- Many complaints may be resolved at this stage through discussion, clarification, or local action.
- Where appropriate, mediation may be offered to support resolution.
- If the complaint is not resolved informally, the student may proceed to the formal stage.

5. Formal Complaint Procedure

Students wishing to make a formal complaint must submit their complaint in writing.

The complaint must clearly state the nature of the issue, the outcome sought, and reasons for dissatisfaction with the informal stage.

Complaints should be submitted to:

registry@kingsford.org.uk

- A copy may also be sent to the Principal where appropriate. Complaints against the Principal should be submitted to the Board.
- An investigating officer may be appointed where the complaint relates to processes or decisions. A full written report will be prepared.
- Where the complaint relates to an individual, they will be informed and given the opportunity to respond.
- A formal panel will be convened, normally consisting of two nominees of the Principal.
- The hearing will normally take place within 14 working days of receipt of the investigation report or complaint.
- Students will receive at least five working days' notice of the hearing.
- Students may request a change of date within reasonable limits or send a representative if unable to attend.
- All relevant evidence must be shared at least two working days before the hearing.
- Both parties may present their case and call witnesses.

- The panel may adjourn proceedings if further information is required.
- A written outcome, including reasons and any actions or redress, will be provided within 10 working days of the hearing.
- The formal stage will normally be completed within 30 calendar days.

6. Outcomes and Remedies

Outcomes may include dismissal of the complaint, partial upholding of the complaint, or full upholding of the complaint.

- Remedies may include corrective actions, service improvements, or other appropriate measures.
- Failure to comply with agreed outcomes may result in disciplinary action.

7. Right of Review (Appeal)

Students have the right to request a review of the formal decision.

Requests must be submitted in writing within five working days of the outcome.

- Grounds for review may include procedural irregularity, new evidence not previously available, or concerns about the decision reached.
- The review will normally be considered within 14 working days.
- A Completion of Procedures Letter will be issued following the final decision.

8. External Review

If the student remains dissatisfied after the internal process is completed, they may refer the complaint to the Office of the Independent Adjudicator.

The complaint must normally be submitted within 12 months of the Completion of Procedures Letter.

9. Complaint Hearing Procedure

Formal complaint hearings will be conducted in a structured and fair manner.

- The Chair will introduce all parties and confirm the nature of the complaint.
- The student will present their case, followed by questions from the panel and respondent.
- The respondent will present their response, followed by questions from the student and panel.

- Both parties may call witnesses and refer to submitted evidence.
- The panel may ask questions at any stage.
- Both parties will be given the opportunity to summarise their case.
- No new evidence may be introduced during closing statements.
- The panel will deliberate in private and provide a decision within three working days of the hearing where possible.

10. Documentation and Evidence

Students and staff involved in complaints should provide clear, structured documentation. This may include a case statement outlining the issue, background, desired outcome, and supporting evidence.

Documentation should be relevant, concise, and clearly presented.