



Appeals & Complaint(s) Policy & Procedure

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Version: 1.0 | Effective Date: 14-Nov-25 | Next Review Due: 14-Nov-26

Policy

University Access Centre (UAC) and NCUK want to learn about your experience and find out if we can make any improvements that will help you or future students.

Please raise any issues you have with University Access Centre (UAC), your first point of contact is your tutor. Most issues can be resolved informally. However, if you feel that the issue has not been resolved to your satisfaction, you may wish to follow University Access Centre (UAC)'s formal complaints procedure.

The following sets out the appeals procedure for University Access Centre (UAC). This procedure covers the process for raising appeals, for example, against an academic decision. Should a learner feel that a proper process has not been followed or the (academic) decision was not made in accordance with the regulations of the programme of learning they may appeal to the **Centre Director** via one of the following methods:

Write to: Luke Murgatroyd / Centre Director

Call direct: + 966 55 507 3908

E-mail: centre.director@uniaccesscentre.com

Examples of areas where appeals may be raised are as follows;

If the student believes that UAC has not applied its procedures consistently or procedures were not followed properly, consistently and fairly.

If the student is not satisfied with the conduct of the assessment and believed it disadvantaged them; and

If the student feels that the premises /environment for assessment has disadvantaged them.

Should a student wish to appeal against a decision made after a complaint has been investigated then please refer to our Complaint Procedure. When you contact us, please give us full name, contact details and include a daytime telephone number along with.

A full description of your appeal (including the subject matter and dates and times if known). Any names of the people you have dealt with so far.

Copies of any papers or letters to go with the appeal; and Appeals will be investigated, and a review panel may be formed in order to reach a decision.

We aim to investigate and respond to appeals within **7 working days**. This will be final route of escalation within our centre. Therefore, if you remain unhappy after following our own internal appeals procedures, all students have the right to appeal directly to NCUK.

To access a copy of the NCUK Complaints and Compliments Policy please visit www.ncuk.ac.uk/ncuk-policies/.

If you have any queries about this policy, please contact:

Write to: Luke Murgatroyd / Centre Director

Call direct: + 966 55 507 3908

E-mail: centre.director@uniaccesscentre.com

Procedure

1. Purpose

This procedure provides a clear, fair, and transparent process through which students may raise concerns, make a complaint, or appeal against an academic decision. It ensures that University Access Centre (UAC) responds promptly, consistently, and in accordance with the standards expected of UK Higher Education institutions and NCUK partners.

2. Scope

This procedure applies to all registered students enrolled on UAC or NCUK programmes. It covers academic appeals, complaints about teaching, administration, facilities, or services, and issues relating to behaviour or conduct. It excludes disciplinary matters, admissions decisions, or issues subject to legal proceedings.

3. Guiding Principles

- All appeals and complaints will be handled confidentially, fairly, and without disadvantage to the student.
- Every effort should be made to resolve matters informally and promptly.
- The student has the right to be accompanied or represented at any formal stage.
- Outcomes will be communicated in writing and within published timeframes.
- Anonymous complaints will not normally be investigated unless sufficient information is provided.

4. Stages of the Procedure

Stage 1: Informal Resolution

Students should first raise concerns directly with the individual or department involved (e.g., the module tutor or programme leader). The aim is to resolve issues informally within five (5) working days. If resolved, the matter is closed.

Stage 2: Formal Complaint or Appeal

If unresolved, the student may submit a formal Complaint/Appeal Form to the Centre Director via email (centre.director@uniaccesscentre.com) or in person/post. The form must include the student's full details, issue description, and supporting evidence. An acknowledgment will be sent within two (2) working days. A review panel or investigating officer will issue an outcome within ten (10) working days.

Stage 3: Review or Escalation

If dissatisfied, the student may request a review on grounds of new evidence, procedural irregularity, or perceived bias. A Review Panel will reconsider the case within ten (10) working days. This outcome is final within UAC.

5. Responsibilities

Role	Responsibility
Students	Raise concerns promptly and provide accurate, complete information
Tutors/Staff	Attempt informal resolution and refer unresolved matters appropriately
Investigating Officer	Conduct fair and evidence-based investigations
Centre Director	Ensure compliance with policy, fairness, and timeliness
Academic Board	Review trends and outcomes for quality enhancement

6. External Review

If the student is not satisfied with the final outcome, they may appeal directly to NCUK under the NCUK Complaints and Compliments Policy, available at www.ncuk.ac.uk/ncuk-policies.

7. Record Keeping

All documentation will be securely stored for a minimum of five (5) years. Records include nature, investigation notes, and outcomes. Data may be reviewed annually for quality improvement.

8. Associated Documents

- Complaints and Appeals Form
- Academic Misconduct Policy
- [NCUK Complaints and Compliments Policy](#)