



HIGHER EDUCATION COMPLAINT POLICY

2025-2026

content

Introduction and objective.....	2
Objectives and scope	2
Definitions	3
Stage 1	4
Stage 2	4
Appeals of Complaints	5
School Responsibility.....	6
Responsibility of the whistleblower	6
Appeals to the Office of the Independent Adjudicator (OIA)	6
Appendix A – Complaint Process Flowchart and Timeline	8



1. Introduction and objective

1.1 The Dō University Complaint Policy aims to inform the College about matters of interest and facilitate their investigation and timely resolution. The process provides feedback that helps the Group improve.

1.2 The Dō University Admissions Policy establishes the complaints/appeals process related to the admissions process or an admissions decision, and the Policy Academic Appeals explains the process of appealing against a grade. evaluation. In the case of courses franchised or validated by universities associated, the Appeals Policy corresponding to the course will be applied for the processing of any appeal. This Policy is available in the manuals of the student program and on the Dō University website at the following link:

2. Objectives and scope

2.1 Dō University will provide opportunities for students to raise issues of concern to them without risk of disadvantage or harm.

2.2 This policy is intended for use by students, apprentices,
Parents/caregivers of children under 19 years of age, employers, former employees, customers and the general public.

2.3 Dō University will encourage constructive participation in the complaints process that provides opportunities for early and informal resolution.

2.4 Complainants may designate a representative to handle matters (including responses) on their behalf, for example, a parent or guardian. The complainant must confirm this in writing or, if necessary, through an alternative means of communication.

2.5 This policy is intended to be simple, clear and fair to all parties involved. The complaints process is confidential.



2.6 No complainant who makes a complaint under this policy will receive

less favorable treatment from any member of staff. If there is evidence to the contrary, the staff member may be subject to a disciplinary procedure.

2.7 If a student is found to have filed a malicious complaint,

This could lead to disciplinary action.

2.8 Anyone making a complaint is encouraged to identify themselves.

university will have difficulty investigating anonymous and non-anonymous complaints may inform the complainant about the outcome of the measures adopted. The university reserves the right to determine whether investigates an anonymous complaint in light of the following considerations:

- The seriousness of the issues raised in the disclosure.
- The credibility of the concern.
- What is the likelihood that the concern can be confirmed from attributable sources.

2.9 The complaints process is overseen by the institution's Higher Education (HE)

Deliberative Body, which will review policies and operations following the submission of complaints and require changes in practices where appropriate. The HE will monitor and evaluate the complaints procedure and reflect on the outcomes of the complaints to improve learning opportunities.

There are separate procedures for the following:

- Student conduct: covered in the Student Code of Conduct and Positive Behavior Management.
- Staff complaints: covered by the Complaints Policy and Procedure.
- Complaints about evaluation and accreditation of higher education: covered by the academic appeals procedure of the corresponding granting body.



- Contractor complaints: Will be addressed as appropriate under the terms of the contract.
- Allegations of discrimination: covered by the Code of Conduct student and Positive Behavior Management
- Reports of malpractice: covered by the Policy and Procedure for Reporting Irregularities.

3. Definitions

3.1 Comments: Congratulations, comments or suggestions on how we can improve, but that do not require necessarily a formal written response.

3.2 Formal Complaint: The College defines a formal complaint as “any expression of dissatisfaction received in writing and requiring a formal written response.”

4. Stage 1

4.1 Whenever possible, a quick and local solution should be sought for address concerns before filing a formal complaint. The complainant should raise his or her concerns with the staff member directly responsible for the matter in question to try to achieve a satisfactory solution. When provided, you will be given an answer in writing to the complainant. The area responsible for the informal complaint is urged to take all necessary steps to resolve concerns raised, in order to achieve a satisfactory result for the claimant.

4.2 If the complainant considers that the staff member directly responsible party has not addressed your concerns, or that you cannot discuss them with him, You must file a formal complaint. This should be addressed to the person responsible for Higher Education Quality and sent to the Education mailbox Superior: admin@vae.universityuk.uk

5. Stage 2

- 5.1 Once the complaint has been received by the person responsible for Education Quality Superior, receipt of the same will be acknowledged within 5 business days. will inform the claimant when they will receive a response, a copy of the complaints policy and a contact method.
- 5.2 If a Department of the Faculty receives a formal written complaint, either by email or on paper, you must make sure to send it to the Manager of Higher Education Quality for registration and acknowledgment of receipt formally. If the Higher Education Quality Manager requires that the If the claimant provides more information, we will contact him and will refer to the Complaints Form available on the website of the university.
- 5.3 The Higher Education Quality Manager will appoint a competent investigation officer who will conduct a thorough investigation.
This person in charge will be a Head of Learning or a Departmental Manager.
- 5.4 Within 15 business days of receiving a complaint, the investigating manager will provide the Higher Education Quality Manager with the results of the research in an email or signed response letter, and
The Higher Education Quality Manager will verify the response and send it to you.
will send to the claimant.
- 5.5 The Higher Education Quality Manager will provide the Higher Education Quality Team with
University Senior Leadership a quarterly report showing
all complaints, where a complaint has not been fully resolved or
where the complaint has not been resolved within the above time limits, as well
as a summary of any recommendations.

5.6 It is the responsibility of the Research Manager to ensure that all decisions taken is based on clear reasoning, which should communicated in the final report, which will be shared with the whistleblower. Higher Education Quality Manager will provide guidance to managers who are new to the process. The research manager will make a judgment based on the evidence collected and will decide:

- Dismiss the complaint as unfounded, providing reasons; or
- accept the complaint in whole or in part, propose a solution friendly and take appropriate measures to address the question.

5.7 If, due to exceptional circumstances, an investigation exceeds the 15-minute period business days, the person responsible for the investigation will notify the department of Higher Education Quality and will provide a tight deadline. The Department of Quality of Higher Education will communicate it to the claimant.

Department.

6. Appeals of complaints

6.1 The claimant has the right to request an appeal of the outcome of his/her decision. claim. To do so, you must contact the Quality department at a within 10 working days from the date of communication of answer.

6.2 All appeals will be assigned to a member of the College's Senior Leadership Team.

6.3 All appeals will be answered within 15 business days during the school term. This period may be longer if the appeal is received during the holiday period.



6.4 Once the appeal process is completed, Dō University will issue a letter of completion of proceedings to the claimant within 28 business days following the date of the appeal response.

7. School responsibility

7.1 The College:

- Acknowledge all formal complaints and try to respond within a set time period
- Handle all complaints in a reasonable and sensitive manner
- take action when appropriate
- Welcomes questions raised so that he can improve
- take appropriate measures, where appropriate, to change procedures or implement training staff to prevent the complaint from recurring.

8. Responsibility of the whistleblower

8.1 The claimant is expected to:

- Bring your complaint to the attention of the College within a reasonable time from the moment the reason for the complaint arose.
- Explain the problem as clearly and completely as possible, including any measures taken to date.
- Allow the University reasonable time to address the matter
- Recognize that some circumstances may be beyond the control of the College.

9. Appeals to the Office of the Independent Adjudicator (OIA)

9.1 If a Higher Education student has exhausted all steps

contained in the University Complaints Policy, and provided that the complaint is within the scope of the OIA's jurisdiction, may be carried out your complaint to the OIA.

9.2 When filing a complaint with the OIA, a letter of completion will be required. the procedures. Once the appeal process is completed, the Dō University will issue such a letter to the complainant within 28 days. business days following the date of the response to the appeal.

9.3 Any request to the OIA must be made within 12 months following the date of the Completion of Procedures letter.

9.4 The OIA cannot review complaints about academic judgment, admissions, or employment. student. As ombudsman, the OIA is the last resort for manage complaints.

9.5 Further details on how to lodge a complaint with the OIA on the website of the Office of the Independent Adjudicator

Policy Review Area	Higher education
Senior Manager/Owner	Deputy Director – Higher Education
Approval level	Group/Corporate Leadership Team
Approval date	September 2025
Review cycle	Annually
Next review	September 2027

Appendix A – Complaint Process Flowchart and Timeline

