

THE MILLENNIUM UNIVERSAL COLLEGE (TMUC)

LEARNER COMPLAINTS POLICY

1. Purpose

The Learner Complaints Policy provides students with a fair, transparent and accessible mechanism to raise concerns and seek resolution where they believe that an academic, administrative, welfare, support or campus-related matter has not been appropriately addressed. TMUC is committed to handling complaints fairly, consistently and confidentially, while ensuring that learners are not disadvantaged for raising a genuine concern.

2. Scope

This policy applies to learner complaints relating to academic services, teaching and assessment, administrative services, student support, facilities, bullying/harassment, discrimination, health and safety, and other campus-related matters.

3. Three-Stage Learner Complaints Process

Stage	Level	Responsibility	Purpose
Stage 1	Informal / Local Resolution	Relevant staff member / Programme or Department	Resolve concerns quickly at the point of origin
Stage 2	Formal Complaint	Head of Department / Campus HOI / Designated Complaints Officer	Investigate and provide a formal outcome
Stage 3	Final Review / Appeal	Senior Management / Designated Review or Appeals Panel(Dean,Director)	Review process, evidence and fairness; provide final internal decision

4. Stage 1 — Informal / Local Resolution and Student Feedback

Learners should normally raise a concern at the earliest opportunity with the staff member, programme team or department directly responsible for the matter. The objective is to resolve concerns promptly and constructively at the point where they arise.

- Teaching and learning concerns
- Assessment or academic support
- Administrative services and communication
- Student support
- Timetabling
- Facilities and campus services
- Suggestions or general concerns about the learner experience

QR-Code Student Survey

As part of Stage 1, TMUC provides a QR-code Student Survey at designated campus points and through relevant digital channels. The survey provides learners with an accessible route to share concerns, feedback and suggestions without having to initiate a formal complaint.

- General concerns and learner experience feedback
- Teaching and learning experience
- Administrative or support services
- Facilities and campus experience

- Suggestions for improvement
- Concerns that the learner would like TMUC to review

QR survey responses is reviewed regularly by the designated Campus/Quality Assurance team. Where a response indicates a complaint requiring formal investigation, the learner should be directed to, or supported in accessing, Stage 2. Serious matters should not be required to pass through informal resolution.

Stage 1 Resolution

The responsible staff member should listen to and acknowledge the concern, clarify the issue and desired resolution, review relevant information, take reasonable action, and communicate the outcome.

Suggested timeframe: acknowledgement within 2 working days and resolution normally within 5 working days.

5. Stage 2 — Formal Complaint

A learner may submit a formal complaint where Stage 1 has not resolved the matter, the learner is dissatisfied with the response, the matter is sufficiently serious to require formal investigation, or informal resolution would not be appropriate.

The learner should complete the TMUC Learner Complaint Form. The form captures student/programme details, nature of complaint, incident dates and details, desired resolution, supporting evidence and a student declaration.

The complaint should be investigated by an impartial person who has not been directly involved in the matter. The investigator may review records, correspondence and evidence and may seek information from the learner, staff and other relevant individuals.

The written outcome should state whether the complaint is Upheld, Partially Upheld or Not Upheld, and should identify any appropriate remedial or improvement action.

Suggested timeframe: acknowledgement within 3 working days and a substantive outcome normally within 10 working days. Where additional investigation is required, the learner should be informed of the revised timeframe.

6. Stage 3 — Final Review / Appeal

Where a learner remains dissatisfied following Stage 2, they may request a final review. Stage 3 is not normally a complete reinvestigation; it considers whether the complaint was handled fairly, whether relevant evidence was considered, whether due process was followed, and whether significant new evidence has emerged.

- Confirm the Stage 2 outcome;
- Modify the outcome;
- Require further action or reconsideration; or
- Refer the matter back for further investigation where a significant procedural deficiency is identified.

The review should be conducted by an appropriately senior person or designated complaints/appeals panel with no prior involvement in the complaint.

Suggested timeframe: a Stage 3 request should normally be submitted within 10 working days of the Stage 2 decision, with the final outcome normally issued within 15 working days.

The Stage 3 outcome normally represents TMUC's final internal decision.

7. Principles Applying to All Stages

Fairness: Complaints will be considered objectively and without prejudice to the learner or staff member involved.

Confidentiality: Information will be shared only with individuals who need it for the purpose of investigating and resolving the complaint.

Evidence-Based Decision Making: Relevant evidence should be considered, including correspondence, photographs, witness statements and other documentation where available.

No Victimisation: A learner must not be disadvantaged, penalised or subjected to adverse treatment for raising a genuine complaint.

Proportionate Resolution: Responses should be proportionate to the nature and seriousness of the complaint.

Record Keeping: Formal complaints will be assigned a unique reference and appropriately recorded, including outcome and authorisation.

Continuous Improvement: Complaint and survey trends should be reviewed to identify systemic issues and inform quality improvement.

8. Serious or Sensitive Matters

Complaints involving bullying, harassment, discrimination, safeguarding, health and safety or other serious matters requiring formal intervention may bypass Stage 1 and proceed directly to the appropriate formal process.

9. Learner Complaints Journey

10. Monitoring and Review

The relevant Campus and Quality Assurance teams should monitor formal complaints and QR-code survey feedback, identify recurring themes, track resolution times and ensure that appropriate improvement actions are recorded and followed through. The effectiveness of this policy should be reviewed periodically as part of TMUC's quality assurance and continuous improvement processes.

11. Related Document

TMUC Learner Complaint Form — used for submission and formal recording of learner complaints.

Policy Owner: Quality Assurance & Academic Compliance

Review Cycle: Annual

ANNEXURE A

TMUC LEARNER COMPLAINT FORM

For use at Stage 2 – Formal Complaint

End of Annexure A

THE MILLENNIUM UNIVERSAL COLLEGE (TMUC)

LEARNER COMPLAINT FORM

Purpose: Use this form to submit a formal complaint regarding any academic, administrative, welfare or campus-related matter. Complaints will be handled confidentially in accordance with TMUC policies.

1. Student Information

Student Name: _____

Student ID: _____

Programme: _____

Campus: _____

TMUC Email: _____

Contact Number: _____

2. Nature of Complaint

- ☐ Academic Services
- ☐ Teaching & Assessment
- ☐ Administrative Services
- ☐ Student Support
- ☐ Facilities
- ☐ Bullying / Harassment
- ☐ Discrimination
- ☐ Health & Safety
- ☐ Other: _____

3. Details of Complaint

Date(s) of Incident: _____

4. Desired Resolution

Please state the outcome you are seeking:

5. Supporting Evidence

☐ Emails ☐ Medical Evidence ☐ Photographs ☐ Witness Statement(s) ☐ Other: _____

6. Student Declaration

I confirm that the information provided is true and accurate to the best of my knowledge.

Student Signature: _____ Date: ____/____/____

TMUC OFFICE USE ONLY

Complaint Reference: _____

Received By: _____

Date Received: ____/____/____

Outcome: ☐ Upheld ☐ Partially Upheld ☐ Not Upheld

Comments:

Authorised By: _____