



UK COLLEGE OF IT LTD.

COMPLAINTS POLICY

Document status	Public Policy
Version	2.0
Effective date	11 August 2026
Review cycle	At least annually and following significant legal, regulatory, operational or quality-assurance change
Policy owner	Quality Assurance / Academic Management
Applies to	Learners, applicants, graduates, tutors, staff, contractors and other persons using relevant College services

1. Purpose and Commitment

UK College of IT Ltd. (“UK College of IT”, “the College”, “we”, “us” or “our”) is committed to providing a fair, transparent, accessible and effective process for raising concerns and resolving complaints.

We regard complaints as an important source of information about the learner experience and the quality of our services. Complaints provide an opportunity to put matters right, identify weaknesses, prevent recurrence and improve our policies, programmes and processes.

This Policy is designed to ensure that complaints are handled consistently, objectively, confidentially and within reasonable timescales.

2. Scope

This Policy applies to complaints concerning services or activities for which UK College of IT is responsible, including:

- programme delivery and administration;
- teaching, tutoring and learner support;
- communications and customer service;
- admissions and enrolment administration;
- online learning systems and access to learning resources;

- administrative or financial processes;
- conduct of College staff, tutors or representatives;
- accessibility and reasonable-adjustment arrangements;
- equality, diversity and inclusion concerns;
- privacy or data-handling concerns, where the issue is a service complaint rather than a statutory data-rights request;
- certification or documentation administration; and
- other significant failures in services provided by the College.

3. Complaints Versus Appeals

A complaint is an expression of dissatisfaction about a service, process, conduct, communication or other aspect of the College's provision.

An appeal is a formal challenge to an eligible assessment decision or related academic decision and is governed by the Assessment & Appeals Policy.

Where a matter concerns both a service complaint and an assessment appeal, the College may separate the issues and handle them under the appropriate procedures.

Ofqual distinguishes complaints about the service or conduct of an awarding organisation from appeals against assessment results. The College adopts this distinction as a quality benchmark.

4. Principles of Complaint Handling

Complaints will be handled according to the following principles:

- Accessibility – the process should be reasonably accessible to learners and other complainants.
- Fairness – complaints will be considered fairly and without predetermined conclusions.
- Impartiality – where practicable, the investigator will not have been directly responsible for the matter complained about.
- Proportionality – the level of investigation will reflect the seriousness and complexity of the complaint.
- Timeliness – complaints will be acknowledged and progressed within published or reasonable timescales.
- Confidentiality – information will be shared only where necessary and lawful.
- Non-retaliation – no person should be disadvantaged for making a complaint in good faith.
- Learning and improvement – findings should be used to improve services where appropriate.

5. Who May Make a Complaint

A complaint may normally be made by:

- a current learner;
- an applicant;
- a former learner or graduate where the matter concerns their period of study;
- an authorised representative acting on behalf of a learner;
- a parent, guardian or other representative where appropriate and lawfully authorised; or
- another person directly affected by the College service or decision concerned.

Where someone complains on behalf of another person, the College may need confirmation that the individual is authorised to act on the complainant's behalf.

6. Informal Resolution

Where appropriate, a learner is encouraged to raise a concern promptly with the relevant tutor, programme administrator, learner-support contact or other appropriate member of staff.

Informal resolution may include clarification, correction of an administrative error, replacement of a resource, explanation of a process, additional support or another proportionate remedy.

Informal resolution is not mandatory. A complainant may request formal consideration where they do not wish to pursue an informal route or where the matter is sufficiently serious.

7. Formal Complaints

A formal complaint should normally be submitted in writing to info@ukcollegeofit.uk or through the designated College complaints form.

The complaint should, where possible, include:

- complainant name and contact details;
- learner number and programme, where applicable;
- a clear description of the issue;
- relevant dates and locations or online systems;
- names or roles of persons involved, where known;
- supporting documents or evidence;
- steps already taken to resolve the issue; and
- the outcome or remedy sought.

8. Accessibility of the Complaints Process

The College will seek to make the complaints process accessible to people with disabilities or other access needs.

Complaints may be submitted through alternative reasonable communication methods where necessary. Reasonable adjustments may include alternative formats, additional time, communication support or another appropriate arrangement.

A complainant should contact info@ukcollegeofit.uk if an accessibility barrier affects their ability to use the standard process.

9. Anonymous Complaints

Anonymous complaints may be considered where they contain sufficient information to identify a credible issue.

However, anonymity may limit the College's ability to investigate, obtain clarification, provide an outcome or take remedial action.

Where possible, the College will explain any limitation arising from an anonymous complaint.

10. Complaints Made by Representatives

A representative may submit a complaint on behalf of a learner where the learner has authorised the representation or where another lawful basis applies.

The College may communicate directly with the learner to verify authority or clarify the complaint.

11. Acknowledgement

The College will normally acknowledge a formal complaint within 5 working days.

The acknowledgement should confirm receipt, identify the person or team responsible for handling the complaint where appropriate, and explain the next steps.

12. Initial Assessment and Triage

On receipt, the College may assess the complaint to determine:

- whether it falls within this Policy;
- whether another policy or process is more appropriate;
- whether immediate action is required;
- whether safeguarding, data protection, academic integrity or another specialist procedure is engaged;
- the appropriate level of investigation; and
- whether additional information is required.

13. Urgent and High-Risk Complaints

Certain concerns require immediate escalation rather than waiting for the ordinary complaints process.

These may include safeguarding concerns, serious threats to safety, serious discrimination or harassment, suspected fraud, significant data-security incidents, serious academic malpractice or other matters involving substantial risk.

Such matters may be referred immediately to the appropriate designated person, senior management or competent authority.

14. Safeguarding Complaints

Where a complaint indicates that a learner or another person may be at risk of abuse, neglect, exploitation or serious harm, the Safeguarding Policy will apply.

Safeguarding considerations take priority over ordinary complaint-handling confidentiality where disclosure is necessary to protect an individual or comply with legal obligations.

15. Data Protection Complaints

Where a complaint concerns the handling of personal data, the College will consider whether it is a service complaint, a request to exercise a data-protection right, or both.

Privacy and data-rights matters should also be handled in accordance with the Privacy Policy and applicable data-protection law.

Where necessary, the matter may be escalated to the person responsible for data protection/privacy.

16. Academic Assessment Matters

Complaints about an assessment result, marking decision or eligible academic decision should normally be submitted under the Assessment & Appeals Policy.

A complaint may still be appropriate where the concern relates to the administration or service surrounding an assessment rather than the academic judgement itself.

17. Investigation

The investigator will consider the available evidence and may contact relevant individuals for clarification.

Investigation methods may include:

- reviewing correspondence and records;
- reviewing programme or policy requirements;
- speaking with staff, tutors or learners;
- reviewing learning-platform records;
- reviewing relevant assessment or administrative records;
- examining relevant policies and procedures; and
- obtaining additional information where reasonably necessary.

18. Impartiality and Conflicts of Interest

Where reasonably practicable, a complaint should be investigated by someone who was not directly responsible for the matter complained about.

Any person involved in complaint handling should disclose an actual or potential conflict of interest.

Where a conflict could reasonably affect impartiality, an alternative investigator should be appointed where practicable.

19. Evidence

The College may consider documents, emails, learning-platform records, assessment records, payment records, meeting notes, screenshots, relevant policies and other evidence reasonably connected to the complaint.

Original evidence should be preserved where appropriate. Personal data should not be retained or shared unnecessarily.

20. Complainant's Opportunity to Provide Information

The complainant should have a reasonable opportunity to explain the concern and provide relevant evidence.

Where additional information is required, the College may request it and provide a reasonable timeframe for response.

21. Responding to Allegations About Staff or Tutors

Where a complaint concerns the conduct or performance of a staff member or tutor, the College will handle the matter sensitively and fairly.

The person complained about may be given an appropriate opportunity to respond. Confidentiality will be maintained to the extent reasonably possible.

Employment or contractor-related outcomes may be handled under separate internal procedures and will not necessarily be disclosed to the complainant.

22. Complaint Timescales

The College aims to resolve complaints as efficiently as reasonably practicable.

Unless a different timeframe is required by a programme-specific or external procedure:

- acknowledgement: normally within 5 working days;
- investigation and written outcome: normally within 20 working days after receipt of the information reasonably required;
- review/appeal of the complaint outcome, where applicable: normally submitted within 10 working days of the outcome.

These are target timescales rather than guarantees. Complex complaints may require additional time.

23. Delays

If a complaint cannot be resolved within the stated target timeframe, the complainant will normally be informed of the reason for the delay and provided with an updated expected timescale.

The College will seek to avoid unnecessary delay and will progress the matter as efficiently as possible.

24. Complaint Outcomes

A complaint may be:

- upheld;
- partially upheld;
- not upheld; or
- closed without a substantive finding where the available information is insufficient or the matter falls outside the College's remit.

The outcome should explain the key reasons for the decision.

25. Possible Remedies

Depending on the findings, remedies may include:

- correction of an administrative error;
- provision or correction of information;
- replacement of an inaccessible or defective resource;
- additional learner support;
- reconsideration of an administrative decision;
- apology or acknowledgement of an error;
- review of a process;
- staff or tutor guidance/training;
- financial remedy or refund where contractually and legally appropriate; or
- another proportionate corrective action.

26. No Automatic Financial Compensation

Making a complaint does not create an automatic entitlement to compensation or a refund.

Any financial remedy will be considered under the applicable contract, Refund & Cancellation Policy, mandatory consumer rights and the circumstances of the case.

27. Complaint Outcome Letter

The written outcome should normally state:

- the complaint considered;
- the evidence or information considered;
- the findings;
- whether the complaint is upheld, partially upheld or not upheld;
- reasons for the decision;
- action or remedy where applicable; and
- information about any available review or further route.

28. Review of a Complaint Outcome

Where the College provides an internal review stage, the complainant may request a review within 10 working days of the outcome.

A review request should identify a recognised reason, such as:

- a material procedural error;
- relevant evidence that was not reasonably considered;
- a conflict of interest or material fairness issue;
- a material failure to follow this Policy; or
- another significant reason that may have affected the outcome.

A review is not normally a complete re-investigation merely because the complainant disagrees with the conclusion.

29. Independent Review

Where practicable, a review should be undertaken by a person who was not responsible for the original complaint decision and who has no relevant conflict of interest.

The level of independence should be proportionate to the seriousness and complexity of the complaint.

30. Final Internal Outcome

Unless another procedure applies, the decision of the designated final reviewer will normally constitute the College's final internal complaint outcome.

Where an external awarding body, regulator or other competent organisation has a relevant complaint or review route, the applicable external procedure may also apply.

31. External Routes and Regulatory Boundaries

UK College of IT will provide information about any external complaint route that genuinely applies to the relevant service, qualification or regulatory relationship.

Ofqual's current guidance states that complaints about a regulated awarding organisation should generally first be raised with that organisation, and that Ofqual does not normally investigate complaints about the quality of teaching or training provided by a school, college or training provider.

Accordingly, UK College of IT must not state on its website that Ofqual is a general complaints body for UK College of IT unless the College and the relevant qualification/service are actually within Ofqual's remit.

Where a qualification is delivered on behalf of or awarded by another organisation, learners should be informed of the applicable awarding organisation's published complaints and appeals procedures.

32. Complaints About Discrimination or Harassment

Complaints involving alleged discrimination, harassment, victimisation or other equality-related concerns will be handled seriously and may also engage the Equality, Diversity & Inclusion Policy.

Where the allegation indicates a safeguarding concern or serious risk, the Safeguarding Policy may also apply.

33. Complaints About Accessibility

Accessibility concerns may be raised under this Policy and should also be considered alongside the Accessibility Statement and Learner Support Policy.

The College will seek to identify an appropriate corrective action or reasonable alternative where an accessibility barrier is confirmed.

34. Vexatious, Abusive or Unreasonably Persistent Complaints

The College will not use this provision simply because a complainant is persistent, critical or dissatisfied.

However, where communications are abusive, threatening, deliberately misleading, malicious, or so unreasonably persistent that they prevent proportionate administration of the process, the College may impose reasonable communication boundaries.

Any restriction should be proportionate, documented and reviewed where appropriate. Genuine safeguarding, legal or regulatory concerns must not be dismissed merely because a complainant has raised previous complaints.

35. False or Malicious Complaints

Complaints should be made in good faith.

Knowingly making a materially false or malicious allegation may be addressed under the relevant conduct or disciplinary procedures.

A complaint that is not substantiated will not automatically be treated as malicious.

36. Non-Retaliation

No learner or other complainant should be disadvantaged for making a complaint in good faith or participating honestly in an investigation.

This does not prevent the College from taking legitimate action where there is independent evidence of misconduct or abuse.

37. Confidentiality

Complaints will be handled confidentially to the extent reasonably possible.

Information may be shared with staff, tutors, management, advisers, awarding organisations or competent authorities where necessary to investigate, resolve, safeguard, comply with law or fulfil legitimate quality-assurance responsibilities.

38. Data Protection

Personal information collected during a complaint will be processed in accordance with the College's Privacy Policy and applicable data-protection law.

Complaint records should contain only information reasonably necessary for handling, resolving, monitoring or evidencing the complaint.

39. Record Keeping

The College will maintain an appropriate complaints register or case-management record.

Records may include:

- complaint reference;
- date received;
- complainant and programme details where relevant;

- nature of complaint;
- investigator;
- evidence reviewed;
- outcome;
- remedies or corrective actions;
- review information; and
- closure date.

40. Complaints Monitoring and Quality Assurance

Complaints are an important source of quality-assurance evidence.

The College may analyse complaints in aggregate to identify recurring themes, programme risks, administrative weaknesses, accessibility barriers, staff training needs or opportunities for service improvement.

Significant or recurring issues should be recorded as quality-improvement actions with an owner and target completion date where appropriate.

41. Annual Complaints Review

At least annually, the College should review complaint data and consider:

- number and type of complaints;
- response and resolution times;
- recurring themes;
- upheld and partially upheld complaints;
- remedies provided;
- accessibility issues;
- complaints involving academic or assessment processes;
- any safeguarding or data-protection themes; and
- corrective and preventive actions.

42. Staff and Tutor Responsibilities

Relevant staff and tutors should understand the complaints procedure and know how to escalate complaints.

Staff receiving a complaint should avoid dismissing it, making unsupported promises or becoming defensive. They should record and route the concern appropriately.

43. Complaint Handling Training

Staff responsible for complaint handling should receive appropriate guidance on:

- fair and impartial investigation;
- confidentiality and data protection;
- accessibility and reasonable adjustments;
- safeguarding escalation;

- distinction between complaints and appeals;
- evidence handling;
- communication with complainants; and
- recording and quality assurance.

44. Policy Review

This Policy will be reviewed at least annually and sooner where there are significant changes to applicable law, regulatory expectations, programme delivery, external awarding arrangements or the College's internal quality-assurance framework.

Version changes should be recorded through the College's document-control process.

45. Contact

Complaints: info@ukcollegeofit.uk

Learner Support: info@ukcollegeofit.uk

Quality Assurance: info@ukcollegeofit.uk

General Enquiries: info@ukcollegeofit.uk

Registered office: Suite 3.2 Litchurch Plaza, Litchurch Lane, Derby, DE24 8AA

Appendix A – Formal Complaint Form

Complaint reference (office use): _____

Complainant name: _____

Email / telephone: _____

Learner reference (if applicable): _____

Programme / course: _____

Date of incident / issue: _____

Date complaint submitted: _____

Person / service complained about: _____

Description of complaint: _____

Steps already taken to resolve the issue: _____

Evidence attached: _____

Outcome sought: _____

Accessibility or communication requirements: _____

Declaration: I confirm that the information provided is accurate to the best of my knowledge.

Signature / electronic confirmation: _____

Date: _____

Appendix B – Complaint Investigation Record

Case reference: _____

Date received: _____

Investigator: _____

Complaint category: _____

Relevant policy / procedure: _____

Key issues identified: _____

Evidence reviewed: _____

Persons consulted: _____

Findings: _____

Decision: Upheld / Partially Upheld / Not Upheld / Closed

Reasons: _____

Remedy / corrective action: _____

Responsible person: _____

Target date: _____

Review requested: _____

Closure date: _____

Appendix C – Complaint Outcome Record

Complaint reference: _____

Outcome communicated to complainant: _____

Date communicated: _____

Outcome: _____

Key reasons: _____

Remedy / action: _____

Further review available: _____

Final closure date: _____

Appendix D – Complaints Quality Assurance Checklist

- ☐ Complaint acknowledged within target timeframe
- ☐ Complaint correctly categorised
- ☐ Correct policy/process identified
- ☐ Conflict of interest checked
- ☐ Investigator appropriately independent
- ☐ Relevant evidence collected
- ☐ Complainant given reasonable opportunity to provide information
- ☐ Accessibility needs considered
- ☐ Safeguarding implications considered
- ☐ Data-protection implications considered
- ☐ Outcome reasoned and documented
- ☐ Remedy/corrective action identified where appropriate
- ☐ Outcome communicated
- ☐ Review route communicated where applicable
- ☐ Complaint record securely retained
- ☐ Lessons learned considered
- ☐ Corrective action monitored to completion

Appendix E – Related Policies

- Assessment & Appeals Policy
- Academic Integrity & Plagiarism Policy
- Equality, Diversity & Inclusion Policy
- Safeguarding Policy
- Accessibility Statement
- Learner Support Policy
- Refund & Cancellation Policy
- Privacy Policy
- Quality Assurance Policy
- Learner Code of Conduct