
Complaints Policy and Procedure

As part of our commitment to providing a quality service, we listen to, record, act on information received, and provide appropriate feedback.

Through this process, we seek to ensure that all concerns/comments are dealt with professionally, aiming to resolve any complaints as soon as possible.

Next review: Due on 15-04-2026.

Complaints Policy and Procedure

Introduction

As part of our commitment to providing a quality service, we listen to, record, act on information received, and provide appropriate feedback. Through this process, we seek to ensure that all concerns/comments are dealt with professionally, aiming to resolve any complaints as soon as possible.

Policy Statement

Ulearn Education is dedicated to providing high-quality services and maintaining a fair, transparent, and accessible procedure for handling complaints. We commit to managing complaints in accordance with UK legislation, including the Equality Act 2010, Data Protection Act 2018, and the Consumer Rights Act 2015, as well as guidelines provided by the Office of the Independent Adjudicator (OIA).

Scope

This procedure applies to:

Prospective students receiving guidance from Ulearn Education UK.

Staff employed by Ulearn Education UK.

Individuals or organizations interacting with Ulearn.

Definitions

Complaint: An explicit expression of dissatisfaction regarding any aspect of service provided by Ulearn Education UK.

Principles

- Fairness, impartiality, and objectivity
- Transparency and accountability
- Accessibility and timeliness
- Confidentiality and sensitivity

Roles and Responsibilities

Complainant: Clearly articulate concerns, provide evidence, cooperate during investigation, and engage respectfully in the resolution process.

Staff Members: Initially respond to complaints informally, escalate unresolved complaints appropriately, and maintain confidentiality.

Complaints Coordinator: Manages formal complaint procedures, records complaints, monitors timelines, and ensures adherence to policy.

Director of Ulearn Education UK: Reviews internal complaints at Stage 3, provides final decisions, oversees monitoring, and approves annual review of complaint procedures.

Complaint Procedure

The complaint procedure consists of clearly defined stages, ensuring structured handling and timely resolution:

Stage 1: Informal Resolution

- Raise the complaint informally within 10 working days of occurrence.
- Staff member or immediate manager will attempt resolution within 5 working days.

Stage 2: Formal Complaint

- Submit written formal complaints to info@ulearn.education.uk within 15 working days of informal resolution.

Complaint must include:

- Nature and details of the complaint
- Dates, relevant supporting evidence

Expected resolution outcomes

- Ulearn Education acknowledges receipt within 3 working days and provides a formal response within 20 working days.

Stage 3: Internal Review

- Complainants dissatisfied with the Stage 2 outcome can request an internal review within 10 working days.
- Director reviews the complaint and provides a decision within 15 working days.
- This constitutes Ulearn Education UK's final internal decision.

Stage 4: External Review

- If the complaint concerns an issue directly related to a partner university's policies or decisions, complainants should first seek resolution directly with the relevant university.
- If the complainant remains dissatisfied after this step, or the complaint is directly against Ulearn Education UK, they may escalate complaints externally to the OIA within 12 months of receiving Ulearn Education UK's final decision.

Office of the Independent Adjudicator (OIA)

Second Floor, Abbey Wharf

57-75 Kings Road

Reading RG1 3AB

www.oiahe.org.uk

Sr No	Complaint Resolution Chart	Time taken
1	Complaint Raised	10 working days
2	Informal Resolution	5 working days
3	If unresolved, Formal Complaint Submitted	15 working days
4	Formal Investigation	20 working days
5	If dissatisfied, Internal Review Requested	10 working days
6	Director's Review	15 working days
7	Referral to University (if applicable)	
8	External Review by OIA	within 12 months

Confidentiality

All complaints will be treated confidentially in compliance with the Data Protection Act 2018.

Monitoring, Reporting, and Continuous Improvement

Complaints are systematically recorded by the Complaints Coordinator.

Annual reviews conducted to analyze complaint patterns and improve processes.

Annual report submitted to the Director for monitoring purposes.

Support and Guidance

Complainants can request support or clarification on this policy from the Complaints Coordinator at info@ulearn.education.uk.

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