

Student Complaints Process: University of Exeter Provision

1. Introduction

1.1. This complaints process is available to students registered on the following programmes:

- MA International Film Business (MAIFB)
- PhD Film by Practice (split-site).

It is also available to taught students who are within 30 calendar days of ceasing to be a registered student on the MAIFB. For postgraduate research students, it is available for up to 30 calendar days after notification of your final award, or your withdrawal.

1.2. Before initiating a complaint, you may wish to take advice. Amongst those who may be able to help are the following:

- a. The University of Exeter Students' Guild Advice Unit
contact: advice@exeterguild.com or London Film School's Students' Union contact: su@lfs.org.uk
- b. The Student Cases Office contact: humanities-studentcases@exeter.ac.uk
- c. A member of staff who is acting as your personal or pastoral advisor or tutor
- d. If you are a PGR student: your supervisor or mentor
- e. The appropriate Student/Staff Liaison Committee, or relevant student forum
- f. In cases of alleged bullying or harassment, you should also seek the advice of a Dignity and Respect Adviser – see <http://www.exeter.ac.uk/staff/equality/dignity/advisors/>

1.3. The above named programmes are awarded by the University of Exeter. As such, students must follow the University of Exeter complaints procedure. This is set out in full at: <http://www.exeter.ac.uk/staff/policies/calendar/part1/otherregs/complaints/>

1.4. The University of Exeter complaints procedure follows a three-stage process:

- a) The Informal Stage
- b) Formal Stage
- c) Review Stage

1.5. Where the student wishes to raise concerns about their experience at the London Film School (e.g. an academic department, student services, supervision, or teaching by a member of LFS staff or contractor engaged by LFS) the **Informal Stage** will be handled by the London Film School.

- 1.6. In all instances, b) the **Formal Stage** and c) **Review Stage** will always be dealt with by the University of Exeter as set out in full at:
<http://www.exeter.ac.uk/staff/policies/calendar/part1/otherregs/complaints/>
- 1.7. Where a complaint spans both the University of Exeter and the London Film School, the two organisations will co-operate to ensure a full investigation is completed.
- 1.8. If, once the School's and University's processes have been exhausted, you remain unhappy with the outcome you may refer the complaint to the Office of the Independent Adjudicator for consideration if it is eligible under its procedures. This must be done within twelve months of the date on which the 'Completion of Procedures' letter was issued by the University. Information on the process can be found at: <http://www.oiahe.org.uk/about-us/using-the-scheme.aspx>

2. LFS procedure for the Informal Stage

2.1. General

- 2.1.1. This procedure aims to ensure that informal complaints raised by students of the London Film School are addressed promptly and effectively.
- 2.1.2. Further, this procedure aims to ensure that complaints against the London Film School made by students are treated seriously and fairly in order to ensure students' interests are protected and the London Film School's high quality standards maintained.
- 2.1.3. The School endeavours to minimise complaints by involving students in formal decision making processes at all levels and by encouraging them to provide regular feedback in course committee meetings and surveys.
- 2.1.4. No student making a complaint under these Procedures, whether successfully or otherwise, shall be treated less favourably than would have been the case had a complaint not been made. However, if it is later discovered that a complaint was not genuine, the London Film School or the partner university may consider initiating a disciplinary procedure.
- 2.1.5. The Academic Registrar has overall responsibility for Student Complaint Procedure at the London Film School.
- 2.1.6. The London Film School seeks to ensure that all complaints shall be:
- a) Treated seriously and fairly;
 - b) Resolved promptly;
 - c) Treated consistently;
 - d) Dealt with and resolved wherever possible, at the informal stage;

e) Dealt with without prejudice or bias.

- 2.1.7. It is the intention of the procedure that complaints are resolved as quickly and at as early a stage as possible.
- 2.1.8. Details of the complaint shall remain confidential to the parties concerned.
- 2.1.9. All parties concerned shall be entitled to see all evidence to be considered and to put their case.
- 2.1.10. Anonymous complaints or evidence will not be considered.

2.2. **Stipulations**

- 2.2.1. Delays in raising a concern may make resolving the problem difficult or even impossible. Complaints will not normally be dealt with more than one month after the incident(s) that caused the complaint, unless there is good reason for the delay.
- 2.2.2. Students may ask a friend or family member to be present at any meetings.
- 2.2.3. Legal representation at panel hearings is not permitted, and communications from legal representatives shall normally not be responded to.
- 2.2.4. If a student brings legal proceedings against the School which may be relevant to the student's complaint, the School will normally suspend consideration of the complaint until the outcome of those proceedings is known. If the matters complained about are disposed of in those proceedings, then the School may terminate consideration of that complaint through its formal complaints procedure.
- 2.2.5. Students will be responsible for paying any personal costs or incidental expenses associated with the formal complaints procedure. The School will not reimburse any of them.
- 2.2.6. The Academic Registrar is responsible for interpreting these procedures and his/her decision shall be final except in cases where the interpretation involves a complaint against the Academic Registrar in which case interpretation of the procedures shall be the responsibility of the Director.

2.3. **Process**

- 2.3.1. Students should raise their concerns with the person most directly responsible. This is usually the quickest and easiest way of resolving matters.
- 2.3.2. Students may also ask an appropriate member of staff (e.g. term tutor or Head of Department) or a member of the Students' Union to deal with the matter.
- 2.3.3. Where proportionate, students shall be provided with a written outcome.

2.3.4. Students who are not satisfied with the response should submit a formal complaint as outlined in full at:

<http://www.exeter.ac.uk/staff/policies/calendar/part1/otherregs/complaints/>

3. Version Control

Version number	Changes	Author, Title	Date
1.0	Approved	Gisli Snaer, Chair of Academic Board	12/07/2018
2.0	Redrafted by LFS and University of Exeter	Michele Maher, Academic Registrar	19/08/2021