



# UNIVERSITY OF CAMBRIDGE

Institute of Continuing Education

## **Student Complaints Procedure - for students studying an award-bearing programme**

### **ICE's Local Resolution Procedure**

#### **Local Resolution**

This procedure should be read in conjunction with the full Student Complaints Procedure and guidance ([www.studentcomplaints.admin.cam.ac.uk/student-complaints](http://www.studentcomplaints.admin.cam.ac.uk/student-complaints)).

Since the purpose of the Complaints Procedure is to resolve problems, it is very important to voice concerns or to register the nature of a complaint as early as possible, as it often enables the problem to be resolved quickly and informally. It is expected that an issue will be raised within 28 calendar days of it occurring, to enable swift resolution. Complaints or evidence submitted outside of this timeframe will not normally be accepted unless there is a valid reason for delay, which will be judged on a case-by-case basis.

Complainants should raise complaints, in writing to the Head of Human Resources, Governance and Administration at [qa@ice.cam.ac.uk](mailto:qa@ice.cam.ac.uk). The complainant is asked to outline the reason for the complaint and include key events and dates and names and contact details of any witnesses who can corroborate the complaint. Any documentary evidence should also be provided, such as emails or witness statements.

The Head of Human Resources, Governance and Administration will acknowledge the complaint and consider the case, consulting with appropriate individuals, as required.

The Head of Human Resources, Governance and Administration may invite the Complainant to a meeting as part of an investigation, but is not obliged to hold such a meeting. If such meeting is held, the Complainant may be accompanied or represented by someone of the Complainant's choosing.

Once the Head of Human Resources, Governance and Administration has completed the investigations on the complaint, they will respond, in writing, in a timely manner and normally within 21 calendar days of its receipt. Where a response cannot be provided within 21 calendar days, the Head of Human Resources, Governance and Administration will write to the Complainant within that period to indicate the reasons for delay and when a response is likely to be provided. The written response will inform the Complainant about the next stage of the Procedure.