

Annex 34: Student Complaints Policy and Procedures

1. Purpose

This document establishes the policy and procedures for handling student complaints at PwC Academy.

The objective is to provide a clear, fair, and transparent process through which students can raise concerns and have them resolved in a timely and consistent manner.

2. Scope

This policy applies to:

- All students enrolled in programmes delivered by PwC Academy
- All academic, administrative, and support staff involved in student-facing activities

This policy covers complaints relating to teaching, assessment, student services, facilities, and administrative processes.

3. Policy Statement

PwC Academy is committed to ensuring that all student complaints are handled professionally, fairly, and in a timely manner.

Students have the right to raise concerns without fear of disadvantage, and the Academy will ensure that complaints are addressed effectively and used to improve service quality.

4. Guiding Principles

The student complaints process is guided by the following principles:

- **Fairness and Impartiality:** Complaints are handled objectively and without bias
 - **Transparency:** Processes and outcomes are clearly communicated
 - **Confidentiality:** Information is handled sensitively and securely
 - **Timeliness:** Complaints are resolved within defined timeframes
 - **Continuous Improvement:** Feedback is used to enhance academic and operational practices
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5. Types of Complaints

Complaints may include, but are not limited to:

- Quality of teaching or academic delivery

- Assessment processes and feedback
 - Student support services
 - Administrative processes or delays
 - Facilities or learning resources
 - Behaviour or conduct of staff
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6. Complaints Procedure

PwC Academy follows a structured, staged complaints process:

6.1 Informal Resolution

- Students are encouraged to raise concerns informally with the relevant staff member
- Most concerns should be resolved at this stage through discussion and prompt action

6.2 Formal Complaint

If the issue is not resolved informally:

- A formal complaint must be submitted in writing
- The complaint should include details of the issue, supporting evidence, and desired resolution
- The complaint is acknowledged within a defined timeframe and assigned for investigation

6.3 Investigation

- A designated staff member or committee reviews the complaint
- Relevant evidence is collected, including statements from involved parties
- The investigation is conducted objectively and impartially

6.4 Outcome and Communication

- A formal response is provided to the student outlining findings and decisions
- Where appropriate, corrective actions are implemented

6.5 Appeal

- If the student is dissatisfied with the outcome, they may submit an appeal within a specified timeframe
 - Appeals are reviewed independently of the original decision
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7. Timelines

PwC Academy aims to resolve complaints within reasonable and clearly defined timelines:

- Acknowledgement of complaint: within 2–5 working days
- Investigation period: within 10–15 working days (depending on complexity)
- Final response: issued promptly following investigation

8. Confidentiality and Protection

- All complaints are handled confidentially
 - Students raising complaints will not face retaliation or disadvantage
 - Personal data is managed in accordance with data protection policies
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9. Record Keeping

- All complaints are formally recorded in complaints register
 - Records include details of the complaint, investigation findings, and outcomes
 - Records are retained for audit and quality assurance purposes
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10. Monitoring and Continuous Improvement

PwC Academy will:

- Analyse complaint trends and recurring issues
 - Use feedback to improve teaching, services, and processes
 - Report outcomes to relevant academic and management committees
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11. Roles and Responsibilities

- **Students:** Raise concerns in a timely and constructive manner
 - **Staff:** Respond promptly and professionally to complaints
 - **Programme Leads / Operations Directors:** Oversee complaint resolution
 - **Quality Assurance Team:** Maintain records and monitor trends
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12. Review and Approval

This policy is reviewed annually or upon updates to institutional or regulatory requirements.

Approved by: Partner of PwC Academy

Effective Date: 1 July 2025

Version: 1.13
