Concerns and Complaints Policy

If you have a concern or a complaint about any aspect of the tutorial/mentoring sessions, your concern will be handled in a professional and non-confrontational manner.

These are the steps you can follow:

1. If you feel able to, discuss your concerns with your tutor/mentor. He/she will offer you the opportunity to review and evaluate the sessions you have received and discuss any changes that you propose.

2. If you feel unable to discuss your concerns with your tutor/mentor, contact Venitia Stoby, Head of Student Disability Services (v.stoby@ucl.ac.uk) with an outline of your concerns.

3. You can also access the UCL Student Complaints Procedure, which covers all aspects of student experience at UCL. [https://www.ucl.ac.uk/srs/academic-manual/c1/complaints](https://www.ucl.ac.uk/srs/academic-manual/c1/complaints)

In consideration of any complaint, UCL will adhere to the following principles:

- All complaints will be treated fairly, impartially, effectively and in a timely manner.

- All complaints will be treated seriously and constructively, and can be made without fear of victimisation.

- This Complaints Procedure applies throughout UCL and will be followed in all Schools, Faculties, Academic Departments and Professional Service Divisions.

- The Complaints Procedure will provide a clear and accessible route for complaints, and will be transparent and well publicised.

- Where UCL is found to have made a mistake or fallen short of reasonable expectations, an apology will be made, the mistake rectified where appropriate, and/or action taken to prevent the same mistake happening again.

- Complaints will be monitored and analysed, with a view to addressing the root causes. UCL will report on actions taken as a result of complaints.

4. Referral to the Office of the Independent Adjudicator [OIA] as an ultimate point of appeal. The Office of the Independent Adjudicator for Higher Education [OIA] provides an independent scheme for the resolution of student complaints. A complaint by a current or former student may be taken to the OIA once this Procedure has been exhausted and a Completion of Procedures letter has been issued. Please follow this website: [http://www.oiahe.org.uk/](http://www.oiahe.org.uk/)