



School Complaints Procedure

1. INTRODUCTION

- 1.1 In line with the [UCL Academic Manual \(Chapter 6, Section 10\)](#), this School-level procedure provides a framework for the informal consideration of student complaints prior to formal representation via the UCL Centralised Complaints Procedure.
- 1.2 This procedure is available to students or prospective students and recent graduates of the UCL School of Pharmacy. The procedure can be used to complain about something that has happened at the UCL School of Pharmacy or about something that should have happened but did not. This procedure covers complaints in relation to, but not limited to:
 - Teaching/Supervision
 - Procedural irregularities
 - Discrimination, bullying and harassment
 - Unfair practices
 - Health and safety
- 1.3 This procedure does not cover complaints against decisions taken by a Board of Examiners or a Doctoral Viva Voce Examination. These are dealt with under the School's Appeals Procedure.
- 1.4 If the matter involves misconduct by another student or employee of the School, the complaint may be dealt with under the Student or Staff Disciplinary Procedures or the Fitness to Practise Procedures for MPharm students.
- 1.5 Complaints should be raised at the earliest opportunity in order to aid effective resolution. Complaints must be submitted within **one calendar month** of the event that gave rise to the complaint. If the complaint is submitted later, then evidence must be provided to demonstrate why it was not possible to submit the complaint within the required period.

2. STAGE 1

- 2.1 Most complaints can be resolved by speaking directly to the person who has given rise to the complaint, the person's line manager or with another member of staff responsible for the area in which the complaint has arisen.
- 2.2 If you feel unable to speak directly to the person who has given rise to the complaint, you should contact one of the following staff members with regards their complaint:

- Taught Students Personal Tutor, Module Leader, Programme Director, Deputy Programme Director, Associate Director (Education), Head of Department, Student and Academic Support Manager.
- Doctoral students Principal Supervisor, Second Supervisor, PhD Advisor, Head of Department, Graduate Tutor, Student and Academic Support Manager.

2.3 If you are not sure who to consult, you may seek advice from the School of Pharmacy Student and Academic Support Office (SASO) which is located in Room G11, Brunswick Square or email sop.saso@ucl.ac.uk.

2.4 If the complaint is resolved through Stage 1 then no further action needs to be taken. However, if you are not happy with the outcome from Stage 1, you may proceed to Stage 2 of the School Complaints Procedure as outlined below.

3. STAGE 2

3.1 You must complete the Student Complaints Form and submit it, along with any relevant documentation, to the Student and Academic Support Manager within **one calendar month** of the event that gave rise to the complaint. If the complaint is about one of the heads of the School's administrative units then the Complaints Form should be submitted to the Divisional Manager via the Director's Office. The Student Complaints Form can be found on Moodle (School of Pharmacy Handbooks and Policies) or the School website at <https://www.ucl.ac.uk/pharmacy/current-students/student-information/regulations-and-policies>. **Students must retain a photocopy of the complaint form and documents they have submitted for their own records.**

3.2 At any time during the Stage 2 process it is possible to revert back to informal discussions under the Stage 1 process.

3.3 You may indicate what remedy you are seeking on the Complaints Form, but the School is free to decide what the most appropriate remedy will be without prejudice.

3.4 The Student and Academic Support Manager will pass the complaint to the Director of the School to investigate. If the Director has been directly involved with the student or there is deemed to be a conflict of interest, then another senior member of staff will be appointed to review the complaint. This will normally be one of the following:

- Associate Director (Education)
- A Head of an Academic Research Department

3.5 If the complaint is about any of the individuals mentioned in 3.4 the complaint will be referred to another appropriate senior member of staff to investigate.

4. REVIEW OF COMPLAINT (STAGE 2)

- 4.1 The Director will conduct the investigation in a timely manner and produce a report usually within a month of the date of the complaint (although this may be up to two months if the investigation occurs outside of term time). The Director may recommend that the complaint be dismissed if it is considered to be vexatious or frivolous.
- 4.2 The Director will normally consider the complaint solely on the basis of the paperwork. However, where further information is required, the Director can interview the complainant and any staff involved in the complaint. If a meeting is held with the complainant, a member of staff from the SASO will minute the proceedings. The complainant will be provided with a copy of the minutes after the meeting.
- 4.3 The Director will prepare a written report stating the outcome of the investigation and whether any remedial action needs to be taken. If the matter involves misconduct by another student or employee of the School, the Director may refer the matter for investigation under the Student or Staff Disciplinary Regulations or the student Fitness to Practise Procedures for MPharm students.
- 4.4 The Head of Student and Academic Support will notify the student in writing of the outcome within 10 days of receiving the report from the Director.

5. OUTCOMES

- 5.1 The decisions available to the Director are detailed below. In each case, an explanation of the reasons for the decision will be provided:
- a) **Reject** the complaint
 - b) **Accept** the complaint
 - c) **Partially accept** the complaint

6. FURTHER COMPLAINT

- 6.1 If you are unhappy with the outcome of the complaint or believe that it has not been dealt with appropriately then you can make a formal complaint representation to UCL using the procedure given the [UCL Academic Manual \(Chapter 6, Section 10\)](#). This should be submitted within 30 days of the date of the notification of the decision in respect of which an appeal is being made and before the beginning of the next formal academic session.