

Complaint Procedures

There are several complaint procedures that apply to students in the Cambridge Theological Federation, depending on the nature of your complaint. This document points you to where to find them. In all cases you are encouraged to see whether the matter can be resolved with an informal discussion before starting a formal procedure.

Which procedure should I use?

Common Awards students

If your complaint is about...	Use this procedure...
Admissions	CTF Common Awards admissions complaints procedure
Academic Complaints	CTF Common Awards academic complaints procedure
Academic Appeals	Durham University academic appeals procedure
Any other complaint	CTF Common Awards student complaints procedure

Harassment or bullying

Complaints about harassment or bullying should be initiated using the “student complaints procedure”.

- If it concerns treatment by a member of staff directly employed by the Federation it will be investigated and resolved through the Federation’s Staff Disciplinary procedure.
- If it concerns treatment by a member of ARU staff it will be forwarded to ARU to investigate and resolve.
- If it concerns treatment by a member of staff appointed by one of the Houses, it will be referred to them to investigate and resolve.
- If it concerns treatment by a Federation student it will be investigated and resolved through the Student non-academic disciplinary procedure.

Cambridge Theological Federation Common Awards Admissions Complaints

For complaints about procedural errors, irregularities or mal-administration in our admissions policies or procedures.

Informal stage

Email: general-enquiries@theofed.cam.ac.uk.

You should raise complaints as soon as possible and no more than 28 days after the event (unless there is good reason for the delay). You can expect to receive a full response within two weeks. If the matter is not resolved satisfactorily you may raise a formal complaint.

Formal stage

Email: commonawards@theofed.cam.ac.uk

Formal admissions complaints must be made in writing to the CTF Common Awards University Liaison Officer, as soon as possible and no more than 28 days after the event (unless there is good reason for the delay).

Please submit details of the complaint along with any relevant supporting information, including what action you have taken to try to resolve it informally and why the resolution is unsatisfactory. Please also indicate how you would like the complaint resolved or redressed. A member of the Federation's staff team will investigate the complaint and respond to you within two weeks.

Applicants cannot appeal against academic or professional judgement.

Referral to Durham University

Email: common.awards@durham.ac.uk

If you are not satisfied with the Federation's resolution of your complaint you may ask Durham University to review the complaint by writing to them within two weeks of the Federation's response. If they identify procedural irregularities they will refer the complaint back to the Federation for further review.

Office of the Independent Adjudicator (OIA)

The OIA does not consider admissions complaints.

Cambridge Theological Federation Common Awards Academic Complaints

Scope of the Procedure

This 'scope' section was written by Durham University (v1 8 July 2014)

'Academic complaints' can relate to any aspect of the approved academic provision including (but not restricted to) complaints from students concerning their experience of:

- a) the arrangements for, or delivery of, teaching or assessment for the academic programme;
- b) the adequacy of supervision for modules that are a formal and assessed part of the academic programme;
- c) the academic support that is part of the academic programme;
- d) assessed placements that are a formal part of the academic programme;
- e) administrative or support services that relate to the academic programme;
- f) information or publicity in relation to the academic programme;
- g) the infrastructure for academic programmes, including learning resources and teaching spaces.

The above is not a definitive or exhaustive list; academic complaints may relate to other areas of academic provision or support where these are perceived to have had a negative impact on a student's academic programme or progress.

This procedure does not extend to 'academic appeals' (i.e. appeals relating to examinations or assessments or to academic progress or against expulsion or exclusion on academic grounds). Information on the University of Durham's approach to academic appeals is available at:

<https://www.durham.ac.uk/departments/academic/common-awards/students/complaints-appeals/>

Equally, the procedure does not cover the following, for which separate procedures exist:

- a) complaints involving a decision that a student has failed to meet his/her academic commitments (see <https://www.durham.ac.uk/departments/academic/common-awards/policies-processes/student-support/progress/>)
- b) complaints involving an allegation of misconduct by a student (see [Colleges and Student Experience Division : Non-Academic Misconduct and Discipline - Durham University](#))
- c) complaints involving an allegation of harassment (see <https://www.dur.ac.uk/colleges.se.division/student-support-direct/conduct-team/respect-at-study/>)

It is expected that the student will pursue the complaint personally; complaints submitted by a third party will not normally be accepted.

Stages of the Process

We will not deal with anonymous complaints under this procedure.

Informal stage

Email: general-enquiries@thefed.cam.ac.uk.

You should raise complaints as soon as possible and no more than 28 days after the event (unless there is good reason for the delay). You can expect to receive a full response within two weeks. If the matter is not resolved satisfactorily you may raise a formal complaint.

We will refer an informal complaint to the best person to deal with it, which may be your Director of Studies or someone else in your House. We will be clear that the complaint is being made under this Federation complaint procedure and not an internal House procedure.

Formal stage

Email: commonawards@thefed.cam.ac.uk

Formal complaints must be made in writing to the CTF Common Awards University Liaison Officer, within 28 days (from the time of the event or the conclusion of the informal stage). Please submit details of the complaint along with any relevant supporting information, including what action you have taken to try to resolve it informally and why the resolution is unsatisfactory. Please also indicate how you would like the complaint resolved or redressed.

You may refer complaints that you have raised informally at your House directly to the formal stage of this Federation procedure, so long as you provide us with all the details of the informal complaint, including the response as we will not have had sight of it.

A member of the Federation's staff team will acknowledge receipt within five working days. We will investigate the complaint and respond to you within 42 days either with details of how the complaint has been resolved, how we are dealing with it, or why we are not upholding the complaint. We will inform you of your right to request a review of the complaint by Durham University.

We will normally deal with the complaint by correspondence. In very exceptional circumstances we may invite you to a meeting, at which you will be welcome to be accompanied by a fellow student or member of staff.

Review stage

This 'review' section was written by Durham University (v1 8 July 2014)

1. If the student is dissatisfied with the outcome of Stage 2 and believes that the complaint has been handled improperly or unfairly according to this policy, he or she may request that the complaint is reviewed by Durham University.
2. The student can request a review by writing to Durham University no later than 10 working days after the date of the Stage 2 response.
3. The student must provide the following information:
 - a. details of the complaint (including relevant correspondence from Stages 1 and 2, and any further new supporting documentation);
 - b. details of why he or she remains dissatisfied;
 - c. details of the form of resolution or redress sought.
4. Receipt of the request for a review will be acknowledged by the University within five working days. This acknowledgement will advise students that they may seek advice from the Durham Students' Union (DSU) throughout the Stage 3 process.

5. The University will determine whether to review the complaint to ascertain whether the Federation's policy and processes had been implemented correctly.
6. The possible outcomes include:
 - a. if procedural irregularities are identified: the complaint will normally be referred back to the Federation for re-investigation;
 - b. if the complaint is deemed to be outside the parameters of an 'academic complaint' (as defined above): the complaint will be referred back to the Federation for investigation as a complaint that is outside the Common Awards provision;
 - c. if the Federation's policies and processes had been implemented correctly: the complaint normally will be dismissed, the reasons for dismissal will be provided to the student in writing, and a completion of procedures letter will be issued.
7. The student will be notified of the University's decision within 28 days of the University's receipt of the request for a review.
8. If the University dismisses the review request there shall be no further opportunity for the complaint to be pursued within the University.
9. The University's formal response at the completion of Stage 3 will advise the student that he or she can refer the complaint to the Office of the Independent Adjudicator.

Office of the Independent Adjudicator (OIA)

If Stages 1-3 have been completed and the student remains dissatisfied with the outcome, he or she may complain to the Office of the Independent Adjudicator (OIA) within 12 months of the issue of a completion of procedures letter by the University.

Information about the OIA and the procedure for submitting complaints can be obtained from Durham University's Student Support and Wellbeing Directorate, the Durham Students' Union website, or from the OIA website: www.oiahe.org.uk.

Common Awards Academic Appeals

An academic appeal is a request from a student for the formal review of an academic decision made about them. It is an appeal to Durham University to check whether the decision was reached in accordance with the correct procedure and in the light of relevant information.

Matters of academic judgement cannot be appealed. These include decisions about standards attained, and marks & grades awarded.

Informal stage

Email: general-enquiries@theofed.cam.ac.uk.

You should raise complaints as soon as possible and no more than 28 days after the event (unless there is good reason for the delay). You can expect to receive a full response within two weeks. If the matter is not resolved satisfactorily you may raise a formal complaint.

Formal stage

Email: common.awards@durham.ac.uk

Formal admission appeals are heard by the Common Awards team at Durham University. Details of the process, and the form for making an appeal, can be found at: [Complaints & Appeals - Durham University](#)

Cambridge Theological Federation Common Awards student complaints procedure

We define a complaint as a specific concern regarding an aspect of our course provision or an academic or support service that affects your learning opportunities. This includes a failure to meet our obligations or provide accurate information, our provision of service and the quality of our resources. In this context “we” refers to the Cambridge Theological Federation and not to an individual House.

This procedure is not for ‘academic appeals’ which have a separate process.

Stages of the Process

Informal stage

Email: general-enquiries@thefed.cam.ac.uk.

You should raise complaints as soon as possible and no more than 28 days after the event (unless there is good reason for the delay). You can expect to receive a full response within two weeks. If the matter is not resolved satisfactorily you may raise a formal complaint.

We will refer an informal complaint to the best person to deal with it, which may be your Director of Studies or someone else in your House. We will be clear that the complaint is being made under this Federation complaint procedure and not an internal House procedure.

Formal stage

Email: commonawards@thefed.cam.ac.uk

Formal complaints must be made in writing to the CTF Common Awards University Liaison Officer, within two weeks of the end of the informal stage. Please submit details of the complaint along with any relevant supporting information, including what action you have taken to try to resolve it informally and why the resolution is unsatisfactory. Please also indicate how you would like the complaint resolved or redressed.

You may refer complaints that you have raised informally at your House directly to the formal stage of this Federation procedure, so long as you provide us with all the details of the informal complaint, including the response as we will not have had sight of it.

A member of the Federation’s staff team will acknowledge receipt within five working days. We will investigate the complaint and respond to you within eight weeks either with details of how the complaint has been resolved, how we are dealing with it, or why we are not upholding the complaint.

We will normally deal with the complaint by correspondence. In very exceptional circumstances we may invite you to a meeting, at which you will be welcome to be accompanied by a fellow student or member of staff.

Review stage

If the complainant is not satisfied with the result of the investigation, they may appeal to the Chair of the Federation Board (or, in the case of the complaint being about the Chair, another Board member) who will review the matter and make a binding response within 28 days.

At the end of the process we will inform you of your right to request a review of the complaint by the OIA (see below)

Office of the Independent Adjudicator (OIA)

Contact: www.oiahe.org.uk

If you are dissatisfied with the outcome of the review stage, you can complain to the Office of the Independent Adjudicator (OIA) within 12 months of the issue of the letter informing you of the result of your review.