

## Complaint Procedures (BTh - DTM students)

Reviewed March 2024

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.

### A BTh student

- Is admitted to a Federation House, where they have tutorial support, receive formational training and may live;
- Matriculates through a Cambridge College;
- Is taught and examined through the Faculty of Divinity of the University of Cambridge.

### A DTM student

- Is admitted to a Federation House, where they have tutorial support and may live;
- Does not matriculate through a Cambridge College;
- Is taught and examined through the Faculty of Divinity of the University of Cambridge.

### Which procedure should I use?

If your complaint is about...	Use this procedure...
Admissions	CTF BTh-DTM admissions complaints procedure
Your House	Your House's internal procedure, available from their website
Your College	Your College's internal procedure, available from their website
Teaching provided by the Faculty of Divinity	The University of Cambridge complaints procedures, available from <a href="http://www.studentcomplaints.admin.cam.ac.uk/student-complaints">www.studentcomplaints.admin.cam.ac.uk/student-complaints</a>
Teaching provided by Federation Staff	CTF BTh-DTM student complaints procedure
Assessment	The University of Cambridge exam review procedure, available from <a href="http://www.studentcomplaints.admin.cam.ac.uk/examination-reviews">www.studentcomplaints.admin.cam.ac.uk/examination-reviews</a>
Any other complaint	CTF BTh-DTM student complaints procedure

If you are in doubt, please ask and we will guide you to the right procedure. If the wrong procedure is used we will inform you and you will need to start again with the right procedure.

### Harassment or bullying

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

- If it concerns treatment by a member of University staff it will be forwarded to the University to investigate and resolve.
- 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 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.

If the alleged behaviour was in the context of teaching or assessing for the BTh or DTM, the complaint will be forwarded to the University regardless of who appointed the member of staff and we will work together to resolve it.

### **Cambridge Theological Federation BTh-DTM 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](mailto: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: [cambridge@theofed.cam.ac.uk](mailto:cambridge@theofed.cam.ac.uk)

Formal admissions complaints must be made in writing to the University of Cambridge 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**

Email: [head@theofed.cam.ac.uk](mailto:head@theofed.cam.ac.uk)

If you are not satisfied with the response to your complaint you may write to ask the Federation's Head of Central Services to review the decision, giving the reason for your dissatisfaction. The Head's (or their deputy's) decision will be communicated within two weeks and is final.

#### **Cambridge**

You cannot appeal admissions decisions to the University of Cambridge.

#### **Office of the Independent Adjudicator (OIA)**

The OIA does not consider admissions complaints.

## **Cambridge Theological Federation BTh-DTM 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.

We will investigate any complaint that relates to activities provided by the Federation centrally (ie not of a House acting on its own behalf, or of a College or the Faculty) and will inform you if a different procedure is the correct one to use.

### **Stages of the Process**

#### **Informal stage**

Email: [general-enquiries@theofed.cam.ac.uk](mailto: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.

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: [cambridge@theofed.cam.ac.uk](mailto:cambridge@theofed.cam.ac.uk)

Formal complaints must be made in writing to the University of Cambridge 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.

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](http://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.