

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?

Students on Anglia Ruskin degrees

If your complaint is about...	Use this procedure...
Admissions	CTF's ARU degrees: admissions complaints procedure
Academic Appeal	ARU's Academic Appeals Procedure
Any other complaint	CTF's ARU degrees: 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 ARU degrees: Admissions Complaints

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

Making a complaint

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

Complaints must be made in writing to the Head of Academic Services 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.

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 HCS's (or their deputy's) decision will be communicated within two weeks and is final.

Anglia Ruskin

You cannot appeal admissions decisions to Anglia Ruskin.

Office of the Independent Adjudicator (OIA)

The OIA does not consider admissions complaints.

Cambridge Theological Federation ARU degrees: Academic Appeals

You have the right to appeal against a decision of the Anglia Ruskin Awards Board if there has been a material administrative error, or the assessment(s) was not conducted in accordance with the Academic Regulations governing the course, or some other material irregularity has occurred.

You cannot dispute the academic judgement of the Board concerning your academic performance.

You cannot appeal your results if your assessments were affected by illness etc. unless you had made a mitigation claim earlier and you do not think it was considered in accordance with the regulations.

The Academic Appeals Procedure is managed by the Anglia Ruskin complaints team and should not be made to the Federation office. Details of the process are at: <https://www.aru.ac.uk/about-us/governance/policies-procedures-and-regulations/comments-and-complaints>.

Cambridge Theological Federation ARU degrees: Student Complaints

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 both the Cambridge Theological Federation and to Anglia Ruskin University.

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

Who to complain to

Students on ARU degrees should normally make their complaint to the Federation in the first instance. We will let you know if you should be using Anglia Ruskin’s Student Complaints Procedure instead. Likewise, Anglia Ruskin will refer complaints made directly to them back to the Federation if they are rightly dealt with by us.

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: arudegrees@thefed.cam.ac.uk

Formal complaints must be made in writing to the ARU 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.

Depending on the nature of your complaint you will have the right to request a review of the complaint by either the Federation or Anglia Ruskin University. We will inform you in your written outcome of your path to request a review.

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 by the Federation

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)

Review by Anglia Ruskin University

Email: complaints@anglia.ac.uk

If you are not satisfied with the Federation's resolution of your complaint you may ask Anglia Ruskin 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.

The process for a review of your complaint is set out in Anglia Ruskin University's Student Complaints Procedure which is available in the "Rules, Regulations and Procedures for students" document. The Anglia Ruskin complaints team will help if you have any questions about their process.

At the end of their process Anglia Ruskin 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.