

Complaints Policy and Procedure

Academic Year 2025–2026

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Purpose of the Complaints Policy and Procedure

London School of Management and Media ('LSMM') is committed to addressing all valid complaints fairly, promptly and impartially.

This policy outlines the procedure for making a formal complaint at LSMM. It is intended to ensure that a transparent and structured procedure is in place for raising concerns and that complaints are resolved in a timely and satisfactory manner.

Scope

This policy applies to all courses delivered at London School of Management and Media at all its centres and affiliate centres worldwide.

It does not apply to situations in which learners wish to appeal against a decision; the Appeals Policy should be used in those circumstances.

Grounds for a Complaint

This procedure can be used for:

- complaints about courses and related services, e.g., academic support
- complaints about the provision of administrative support and/or services, e.g., information, advice and/or guidance, inaccurate or misleading information in college literature and publications
- complaints about staff and/or learner conduct, including bullying, harassment and/or discrimination

This procedure should **not** be used for:

- academic appeals, including assessment or examination procedures – refer to Appeal Policy
- results of disciplinary procedures
- previous complaints or those already being investigated

Making a Complaint

Stage 1: Informal Complaint

Learners are encouraged to initially address their concerns informally. This can involve discussing the issue with the individual involved or seeking guidance from a designated representative at LSMM.

If the issue remains unresolved, the learner may proceed to make a formal complaint.

Stage 2: Formal Complaint – HoD

Formal complaints must be made within **05 working days** of the incident about which the complaint is being made.

Complaints made outside of this time period are not likely to be considered, and complainants will receive notification within **05 working days** of receipt that the complaint is not being considered.

Complaints should be submitted in writing to the Head of Department by email at- info@lsmmedu.uk outlining the details of the complaint, along with any supporting documentary evidence.

The Head of Department will acknowledge receipt of the complaint within **05 working days** and commence an investigation or appoint a nominee to commence an investigation of the complaint. This might include seeking clarification on the complaint from staff and learners.

Following the investigation, Head of Department or his/her nominee will either:

- uphold the complaint in full
- uphold the complaint in part or
- dismiss the complaint.

the Head of Department or his/her nominee will aim to complete the investigation and inform the complainant of the outcome within **15 working days**.

Where complaints are upheld in full or in part, LSMM will implement recommendations made as a result of the complaint.

Stage 3: Formal Complaint – Academic Director

If a complainant is not satisfied with the outcome of Stage 2, the complaint can be escalated to investigation by the Academic Director who may investigate himself or appoints an investigation committee/nominee. The complaint can only be escalated if the complainant has reasonable grounds to believe that there was an error made in the investigation or that the outcome was unreasonable.

This must be made within 05 working days of receipt of the outcome of Stage 2. Complaints made outside of this time period are not likely to be considered, and complainants will receive notification within 05 working days of receipt that the complaint is not being considered.

Complaints should be submitted in writing to Dr Dinesh Saraswat, Academic Director through email (dinesh@lsmmedu.uk) outlining the details of the original complaint and the reason for escalating the complaint, along with any supporting documentary evidence.

The academic Director will acknowledge receipt of the complaint within 05 working days and commence further investigation or appoint an investigation committee/nominee. If the investigation finds that the Stage 2 investigation was flawed or the outcome was unreasonable, the complainant

will be informed in writing within 15 working days. If, on the other hand, the Academic director finds that the investigation was not flawed and the outcome was reasonable, the complaint will be dismissed and the complainant informed in writing.

The Academic Director will aim to complete the investigation and inform the complainant of the outcome within 30 working days.

Stage 4: Formal Complaint – [External]

If a complainant is not satisfied with the outcome of the second formal stage, the complaint can be escalated to investigation by an external panel.

Details will be provided by the Academic Director upon request, following the completion of Stage 3 of the Complaints Procedure.

Collective Complaints

Collective complaints are a method by which a group of learners or staff can make a complaint to LSMM about the same issue.

The group should nominate a spokesperson to submit the complaint and follow the procedure outlined above. When submitting the complaint, the nominee should include the names of all complainants involved in the collective complaint. Learners wishing to make a collective complaint must demonstrate how they were affected personally by the situation.

Whistleblowing

If you wish to complain anonymously, please confirm that you do not wish your identity to be disclosed at the time of writing. In such cases we will investigate the complaint where possible and only if there is supporting evidence. We will try our best to maintain confidentiality, however, during the investigation your identity may become evident to others involved.

The relevant awarding organisation or regulatory body may also require copies of any documentation, this could also lead to your identity being revealed. We will take all reasonable steps to inform you in advance.

Malicious and Fabricated Complaints

If, while looking into a complaint, a staff member has cause to believe that the complaint may have been malicious or fabricated, the staff member will consider this behaviour to be misconduct and investigate accordingly. Malicious or fabricated complaints are subject to disciplinary proceedings.