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## EM Normandie UK Limited

### Students Complaints Procedure

<b>Location</b>	Oxford Campus, C/o Activate Learning, Jericho Building, Oxford OX1 1SA
<b>Monitoring</b>	The Principal and Office Manager – all members of staff
<b>Overall responsibility</b>	Board of Directors
<b>Author</b>	Birgit Muller, Office Manager
<b>Created</b>	November 2020
<b>Last review date</b>	August 2025
<b>Nest review date</b>	February 2026 or as necessary

**Important:** for all academic assessment related issues, please follow the Academic Appeals Procedure [Academic Appeals Procedure - EM Normandie Oxford \(em-normandie.co.uk\)](https://em-normandie.co.uk)

We want to ensure that the experience of all our students at EM Normandie UK Limited (hereafter 'EMN', 'EMN UK', 'the School', 'we', 'us') is as enjoyable as it is educational! However, if you are unhappy or have any problems during your time with us, please feel free to approach your lecturers, the Principal or any other member of staff with any complaints you may have. We are happy to take time to speak to you in private about any problems you may encounter and help to solve them.

We will listen and make every effort to provide an effective answer and positive solution.

Please note that any complaint should be raised as soon as possible after the events. A formal complaint should be raised within 3 months of the event in order to allow us to investigate effectively and take appropriate action as quickly as possible.

This complaints policy has been developed on the basis of the OIA's (Office of the independent adjudicator) good practice framework for handling complaints. The framework ensures that the procedure is accessible, clear, fair, independent, confidential, inclusive, flexible, proportionate, timely and that the process is developed in order to improve the student experience.

#### Informal complaints

Depending on the nature and severity of the complaint we may respond to informal complaints notified in a personal meeting, a telephone call, an e-mail or a letter as soon as possible but within 14 working days of receiving the complaint.

If your difficulties or concerns cannot be addressed in this way and/or a solution has not been found and/or you feel that the proposed solution does not adequately address your concerns, you may want to consider making a formal complaint. In this case, please put the details of your complaint



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and the reasons why you feel that the proposed solution is not adequate and/or why you feel that your complaint has not been adequately addressed in writing to : EM Normandie UK Limited, The Principal, Jericho Building, Oxpens Road, Oxford OX1 1SA or via e-mail to [complaintsoxford@em-normandie.co.uk](mailto:complaintsoxford@em-normandie.co.uk)

Please use the 'EMN Student Complaints Notification Form' which is available at [www.em-normandie.co.uk](http://www.em-normandie.co.uk) alongside this policy and attach copies of any supporting documents.

*In the event of a formal complaint the following procedure will apply*

#### **Formal complaints – stage 1**

The substance of the formal complaint will again be considered by EM Normandie UK Limited under supervision by the school's Principal and you will be provided with a written response within 14 working days of us receiving the written complaint. If applicable, copies of this correspondence will also be given to the person or persons complained about.

#### **Formal complaints – stage 2**

If you remain dissatisfied with the outcome to the investigation, EM Normandie UK Limited will convene a panel in order to hear the complaint formally. This panel will comprise at least three people appointed by the school's Principal. At least one person on the hearing panel will not be involved with the management or running of EM Normandie UK Limited.

You will be invited to attend the panel hearing and, if you wish, you can ask to be accompanied by one other person of your choice.

A companion cannot speak on your behalf: they cannot answer questions unless directly addressed by the panel. Their role is to support and consult with you.

At the opening of the hearing the chairperson will outline the procedure that the panel will follow.

The Chair of the Board of Directors will empower the panel to make findings and recommendations.

Following the panel hearing, you will be notified by electronic mail or otherwise of the outcome within 14 working days and a copy of the findings and recommendations will be sent to the Chair of the Board of Directors, the Academic Board (if appropriate), the Principal and, if applicable, the person or persons complained about.

#### **Formal complaints – Appeals procedure**

If you remain dissatisfied with the outcome to the investigation, you can appeal in writing against the findings and recommendations obtained during stage 2 of the complaints procedure within 30 days of receiving notification of the panel's decision. Your appeal has to set out clear arguments to support your claim that the decisions taken are not acceptable. Please address your appeal to:



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The Chair of the Board of Directors, EM Normandie UK Limited, Oxpens Road, Oxford OX1 1SA.

The Board of Directors will then appoint an appeals panel composed of 3 persons who have not yet been involved in the formal complaints procedure. At least one person on the appeals panel will not be involved with the management or running of EM Normandie UK Limited.

You will be invited to attend the panel hearing and, if you wish, you can ask to be accompanied by one other person of your choice.

At the opening of the hearing the chairperson will outline the procedure that the panel will follow.

The appeals panel will report directly to the Board of Directors who will take the final decision.

A companion cannot speak on your behalf: they cannot answer questions unless directly addressed by the panel. Their role is to support and consult with you.

Following the appeal panel's hearing, you will be notified by electronic mail or otherwise of the outcome within 14 working days and a copy of the findings and recommendations will be sent to the Chair of the Board of Directors, the Academic Board (if appropriate), the Principal and, if applicable, the person or persons complained about.

The decisions reached by the Board of Directors will be final and conclude EM Normandie's internal complaints procedure.

At the end of this process, you will be issued with a Completion of Procedures Letter (COP) containing

- a summary of the complaint
- the title of the regulations/procedures that were applied
- a summary of the issues considered at the final stage of our internal procedures
- the final decision taken
- the reasons for this decision

EM Normandie is a member of Office of the Independent Adjudicator for Higher Education (OIA).

Once all stages of the school's internal Academic Appeals Procedure have been exhausted, you may be able to ask the OIA to review our handling of your complaint and any decisions taken.

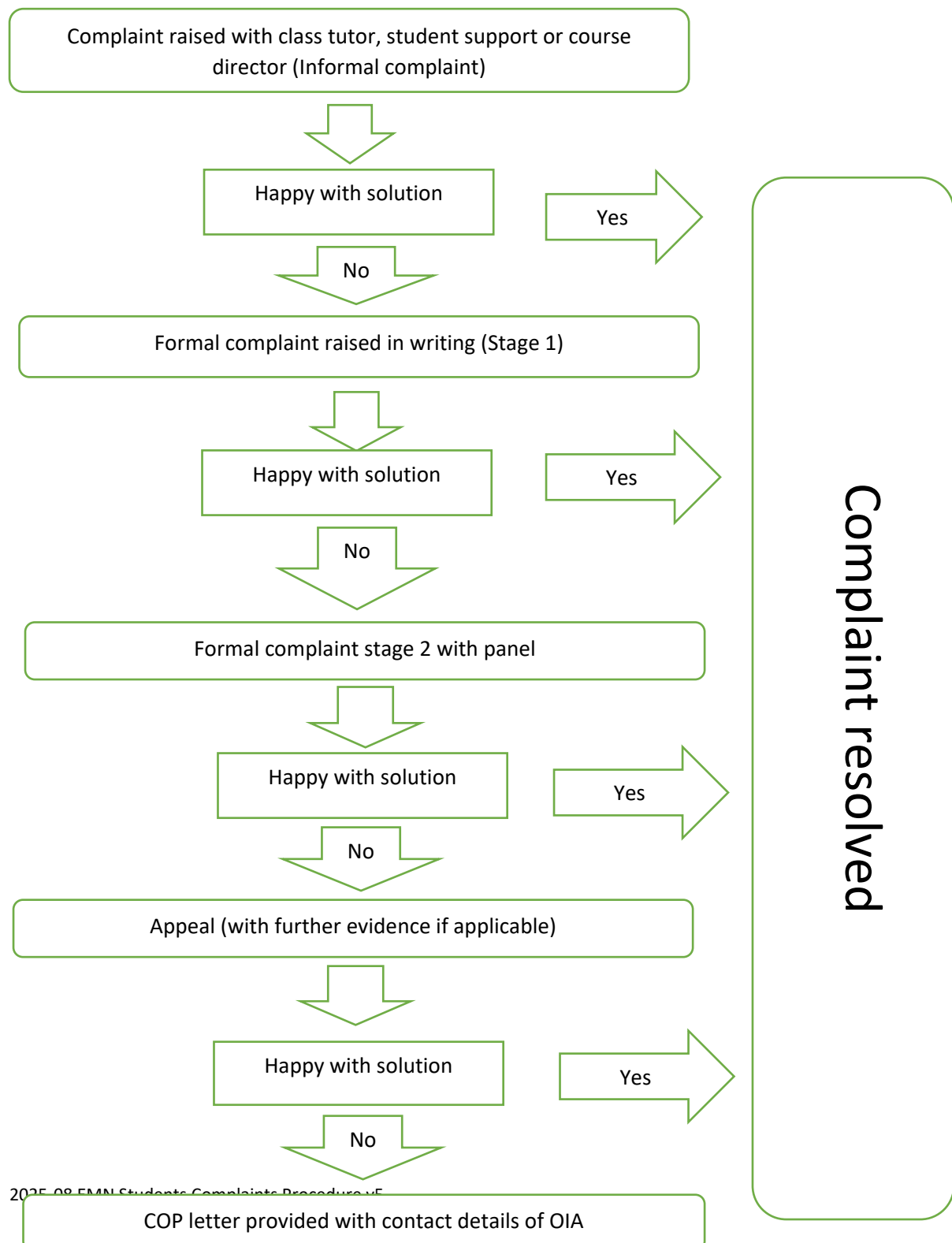
You can find more information on the OIA and their processes at:

[www.oiahe.org.uk/students/how-to-complain-to-us](http://www.oiahe.org.uk/students/how-to-complain-to-us)

You must follow EMN's Students Complaints Procedure and receive a COP letter before you contact the OIA.

EM Normandie UK Limited will maintain a written record of all complaints. This record will show whether the complaint was resolved at the informal or whether it proceeded to stage 1, stage 2 or to Appeals. All complaints will be recorded at each stage and correspondence will be kept on file.

Interested persons can request information about formal complaints, which proceeded to stage 2 or to Appeal during the preceding year. Any information we provide can only be statistical and/or thematic. Requests have to be put in writing to: EM Normandie UK Limited, The Principal, Jericho Building, Oxpens Road, Oxford OX1 1SA and will be answered in writing within 30 days.



**Annex 1 - control table**

Version	v1	Name	Role	Date
Created by :		Birgit Muller	Office Manager	Nov 2020
Approved by :		Miriam Schmidkonz, Principal		
Version	v2	Name	Role	Date
Amended by :		Birgit Muller	Office Manager	Oct 2022
Changes approved by :		Miriam Schmidkonz, Principal		
Version	v3	Name	Role	Date
Amended by :		Birgit Muller	Office Manager	Feb 2023
Changes approved by :		Miriam Schmidkonz, Principal		
Version	v4	Name	Role	Date
Amended by :		Shane de Fonseca	Head of QA & Accreditations	Aug 2024
		OIA information included		
Changes approved by :		Miriam Schmidkonz, Principal		
Version	v5	Name	Role	Date
Reviewed by :		Birgit Muller	Office Manager	Aug 2025
		Clarification of role of Companion; clarification notification from on website, not annexed; Minor changes to wording		
Changes approved by :				