

Version Number	Author	Approver	Date of approval	Next review date
1	Academic Affairs	Academic Council	June 2024	
2	Academic Affairs	Academic Council	March 2025	
3	Academic Affairs	Academic Council	May 2025	
4	Academic Affairs	Academic Council	June 2025	June 2026

Complaints Procedure

Complaints are related to specific concerns about the delivery of a course (i.e. module) or a program of study, or of other related academic or academic administration service.

The College follows a three-stage process:

Timeframes for Consideration of a Complaint			
Stages	Action	Timeframe	Who is responsible
Stage One - Informal	Follow ACG process as published in policy and procedures.	Follow ACG timeframe as published in policy and procedures.	ACG Process
Student	Submit formal complaint.	Follow ACG timeframe as published in policy and procedures.	ACG Process
Stage Two – Formal	Follow ACG process as published in policy and procedures. Issue COIP.	24 calendar days from receipt of formal complaint.	ACG Process
Student	Request OU Review	28 calendar days from receipt of COIP.	ACG Process
Stage Three – OU Review	Follow OU process as published in policy and procedures. Issue COP.	28 working days from receipt of student review request.	OU Process
Stage 2 and Stage 3 completed within 90 calendar days.			

- **Stage One** - Opportunity for early resolution at a local level with the party or office directly involved (Informal internal consideration);

- **Stage Two** - A formal review stage by the Academic Council and the Vice President of Academic Affairs (Formal internal consideration); and
- **Stage Three** –Open University review.

Stage 2 and Stage3 are completed within 90 calendar days.

Informal internal consideration: When appropriate, a complaint is first resolved through informal discussion with the party or office directly involved.

Formal internal consideration: If not resolved at this level, a formal complaint is submitted by the student to the Academic Council, via the Student Success Center or directly at academic-council@acg.edu, no later than 14 days after the student is informed of the outcome of this discussion. In the event that the student decides to proceed with the complaint, the Academic Council, which meets regularly every two weeks, will consider the student complaint at its next scheduled meeting. The Academic Council shall exclude any member of faculty or the administration who has been involved in the complaint or who is a member of the relevant Board of Examiners.

The student may be called to appear before the Council. The Council may also require the relevant member of the Faculty or Administration, or both, to appear separately before it. The student and any member of staff against whom the complaint has been made will not be present when the Council considers the evidence and formulates its decision.

The Academic Council must inform the student and the Chair of the Board of Examiners (if the complaint concerns a validated course/program) of its decision within 3 days of the meeting. The students are advised of the outcome by the Academic Council's secretary via email.

Within 3 days of receipt of the Academic Council's outcome, the student has the right to complaint further, in writing, to the Vice President of Academic Affairs (VPAA). The VPAA considers any supplementary evidence provided and informs the students of their decision in writing within 7 days of receipt of the complaint. The VPAA signs the **Completion of Internal Procedures Letter (COIP)** to the student.

The Registrar's Office will keep records of the outcomes for all complaint cases.

Referral to Open University review: Students studying for an OU-validated program may ask the OU to review how their complaint was handled. The request for a review must be made within 28 calendar days from the receipt of COIP letter. For details on how to request a review by the OU and who to contact, please refer to **The Handbook for Validated Awards 2024-25** (link to be provided).