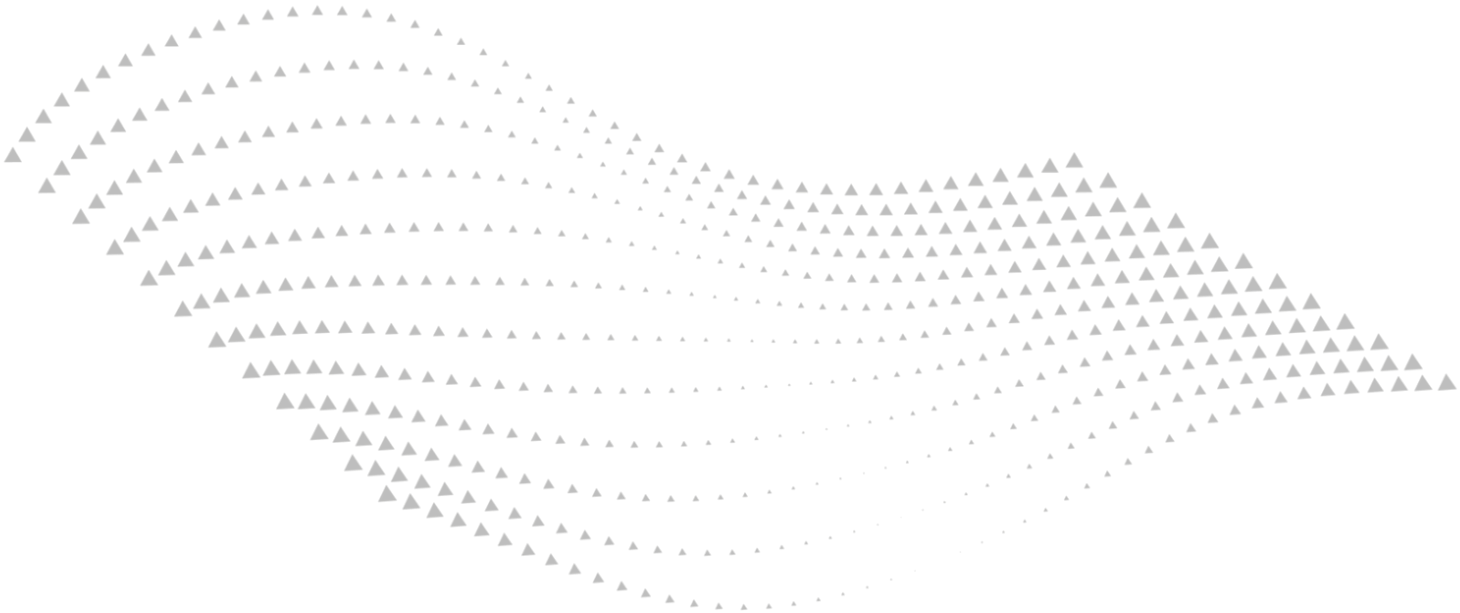
BIMM UNIVERSITY | A university for the creative industries

metfilm SCHOOL

Student Complaints Procedure



Version no.	4.0
Last approved:	August 2026
Approved by:	Quality Assurance and Compliance Committee
Previous Version Approved:	September 2023
Next review due:	August 2030

1 Before Making a Complaint

Your views are important to us. If you have a concern about any aspect of your experience at BIMM University, we encourage you to raise it with us as soon as possible. Submitting a formal complaint is one way of doing this, but it is not the only option. Many concerns can be resolved quickly and informally without the need to use the Complaints Procedure.

Depending on the nature of your concern, you may wish to:

- Provide feedback directly to relevant staff members.
- Speak to your Student Representative, attend a Town Hall meeting, or participate in university surveys.
- Discuss the issue with a member of staff, such as the Student Support Team, your Course Leader, or a member of Academic Services.
- Raise your concern informally with the team or service involved.

If these options do not resolve your concerns, or if the matter is serious and not suitable for informal resolution, you may wish to submit a complaint under this Procedure.

2 Making a complaint

2.1 What can be considered as a complaint?

Our Student Complaints Procedure may be able to help if you are dissatisfied with an aspect of your student experience.

You may use this Procedure to raise concerns about matters including, but not limited to:

- The delivery of teaching, learning opportunities, or supervision.
- The quality or delivery of a university service.
- Information provided by the University, including information in handbooks, policies, advertising or promotional materials.
- University facilities, resources, or learning environments.
- Administrative processes and the way they have been applied.
- The conduct, behaviour, actions, or decisions of members of staff where these have affected your experience as a student.

Where your complaint includes concerns about the conduct of a member of staff, we will consider those concerns only to the extent necessary to understand and resolve your complaint. We will not investigate allegations of staff misconduct or determine whether disciplinary action should be taken. Concerns that may constitute misconduct will normally be referred to the appropriate staff procedures for consideration. Any action taken under those procedures will be managed separately and confidentially.

Important: You can use this Procedure to raise concerns about matters that affected you during your studies with the University. Complaints should normally be submitted within the timescales set out in this Procedure.

2.2 Eligibility

You can use the Student Complaints Procedure if you are a current registered student at BIMM University or MetFilm School. You may also use this Procedure if you have recently graduated or withdrawn from your studies, provided you submit your complaint within the timescales set out in Section 2.4: Time Limits**.**

Students at partner institutions delivering BIMM University awards should refer to the Partner Operations Handbook to determine which process to follow.

Complaints must normally be submitted by the student concerned. We cannot usually accept complaints from third parties, including parents, guardians or other representatives, unless you have given your consent. Once a complaint has been submitted, you may nominate a third party to correspond with the University on your behalf. You can provide these details on the Student Complaints Form**.**

In all cases, complaints should be submitted within the timescales set out in this Procedure.

2.3 What you can't complain about

The following are not normally considered under this Procedure:

- Matters that are subject to an academic appeal, including challenges to academic judgement.
- Matters that are being considered, or have been considered, under another University procedure. For example, concerns about the behaviour of another student, which should be raised under the Student Disciplinary Procedure.
- Complaints relating to applications, admissions decisions, or the admissions process, which are considered under the applicant complaints process outlined in the Admissions Policy.
- Complaints concerning alleged breaches of BIMM University's Freedom of Speech Policy, including matters relating to freedom of speech and academic freedom within the law. These will normally be considered under the Freedom of Speech Complaints Scheme. Where a complaint contains both freedom of speech issues and matters covered by this Procedure, the University may determine the most appropriate procedure(s) to be followed.
- Anonymous complaints, unless there is a compelling reason why your identity cannot be disclosed.
- Complaints submitted by a third party on behalf of a student without the student's consent.

2.4 Time limits

The time limits for each element of the procedure are provided here for reference – please refer back to these when submitting your complaint. When we refer to working days in this procedure, we mean Monday to Friday only. Weekends and bank holidays are not included.

Section of procedure	Type	Complaint to be raised	We seek to resolve within
4.1	Stage 1 - Early Resolution	As soon as possible and normally within 20 working days of the incident.	20 working days.
4.2	Stage 2 – Formal complaints.	Within 20 working days of the early resolution, or within 20 working days of the date of the matter arising where Stage 1 is not appropriate.	30 working days (or longer for complex cases, with regular updates provided).
4.3	Stage 3 – Review.	Within 15 working days of the Stage 2 outcome.	20 working days.
5	Independent Review by the OIA	Within one year of receiving your completion of procedures letter.	N/A

We may exceptionally consider complaints outside of our time limits, at the discretion of the University. If you submit a complaint outside of our time limits, you must explain why it is late, preferably with evidence, and if we don't consider it exceptional, we will issue you with a letter explaining that you're out of time. This is called a Completion of Procedures letter. You can use this to contact the Office of the Independent Adjudicator (see section 4).

We may sometimes take longer to look into your complaint, meaning we can't get back to you within the response times indicated above. If this happens, we'll send you an email letting you know.

3 Principles of the Complaints Procedure

Our general principles are as follows:

- You will not be disadvantaged for raising a complaint in good faith under this procedure.
- We will handle your complaint sensitively and maintain confidentiality wherever possible. Information relating to your complaint will only be shared where necessary to investigate and resolve the matter, or where required by law. We expect all parties involved to respect the confidentiality of information disclosed through the complaints process.

- If you would like the University to communicate with a representative on your behalf, you must provide your written consent. Third parties, including parents, guardians or other representatives, cannot normally raise a complaint on your behalf. You can provide consent for a representative through the Student Complaints Form.
- This is an internal University procedure. While you may seek advice or support from a legal representative at any stage, the University will not normally correspond or meet directly with legal representatives as part of this Procedure.
- Everyone involved in the complaints process is expected to behave in a courteous, respectful and professional manner, consistent with the University's values of dignity and respect.

As a general principle, the University expects that at early resolution will be attempted for complaints in the first instance. Many Complaints can be dealt with quickly and effectively without the need for a formal investigation, and our Student Complaints Procedure has been designed to support Early Resolution wherever possible.

3.1 Reasonable Behaviour

The University expects all parties involved in a complaint to behave reasonably and respectfully throughout the process. We may take action where a complaint or the way it is pursued is considered frivolous, vexatious, malicious, or otherwise unreasonable. This may include:

- Repeatedly raising the same issues after they have been fully considered under this Procedure.
- Pursuing a complaint in a way that is harassing, abusive, or unreasonable.
- Seeking outcomes that are clearly disproportionate, unrealistic, or unrelated to the issues raised.
- Submitting a complaint primarily to cause disruption, annoyance, or distress to others.
- Making complaints that have no reasonable basis or where there is evidence they have been submitted in bad faith.
- Where a complaint is considered to be frivolous, vexatious, malicious or otherwise an abuse of this Procedure, the Casework Manager may decide to bring the University's consideration of the complaint to an end. If this happens, we will write to you explaining the reasons for our decision and any further options available to you. Where there is evidence that a complaint has been submitted dishonestly, in bad faith, or with the deliberate intention of misleading the University or causing harm to others, the matter may be referred for consideration under the Student Disciplinary Procedure.

4 Making a complaint

4.1 How to submit your complaint

If you have a concern, the first thing to do is tell us. Our complaints process comprises three stages:

- Stage 1 – Early Resolution.
- Stage 2 – Formal Investigation.
- Stage 3 – Review.

We aim to resolve all complaints as soon as possible, typically at the informal stage. The level of complaint does not reflect the severity of a complaint (e.g. we would still expect you to aim to resolve even major complaints informally in the first instance).

4.2 Stage 1 –Early Resolution

To submit your initial complaint, get in touch with the relevant department or team. For example, if the complaint is about your course, contact your Course Leader or Head of School in the first instance. If you are unsure, please speak to a member of staff on campus, or contact casework@bimm.ac.uk for assistance.

You can raise your complaint verbally, or via email to the team or person you would like to complain about. When raising your complaint, state clearly what you are dissatisfied with, and how you would like your complaint to be resolved.

A Stage 1 outcome can be verbal or written. You can request your preference.

Complaints should normally be raised at Stage 1. However, where the complaint is serious, complex, or not suitable for local resolution, it may be considered directly under Stage 2.

4.3 Stage 2 – Formal Investigation

If you have received an Early Resolution
outcome and feel that your concerns have not been fully addressed,
, you can ask for your complaint to be considered under Stage 2 (Formal Investigation).

You should submit your formal complaint **within 20 working days** of receiving your Early Resolution outcome or from the date of the incident if your complaint is not lodged informally.
If you submit your complaint outside these timescales, you will need to explain the reason for the delay and provide supporting evidence where appropriate. We will consider whether there are exceptional circumstances, such as illness or other significant personal circumstances, that justify accepting the complaint outside the normal timeframe.

Stages

1) Complete the Student Complaints Form and send any supporting evidence to casework@bimm.ac.uk

2) Once we receive your complaint, we will:
    - Send an automatic acknowledgement to confirm that your complaint has been received.
    - Contact you within **5 working days** to confirm whether your complaint will be considered under Stage 2 (Formal Investigation).
    - Contact you if we need any additional information to understand your complaint fully.

3) An Investigating Officer will be assigned to investigate your complaint.
    - The Investigating Officer will be a **trained manager or senior member of staff** with appropriate experience and authority to investigate complaints.
    - The Investigating Officer will have had **no prior involvement** in the matters being investigated.
    - The Investigating Officer may contact you, and any other individuals relevant to the complaint, to gather additional information and evidence.
    - All Investigating Officers receive appropriate training to ensure complaints are considered fairly, consistently and objectively.

4) We will write to you with the outcome of the investigation, normally 20 working days of receiving your Stage 2 complaint. Your complaint may be:
    i. **Upheld**: We find in your favour and will explain any action we will take to resolve the complaint.
    ii. **Partially upheld**: We find in your favour on some aspects of the complaint, but not others, or we agree that there was an issue but cannot provide the specific remedy you have requested.
    iii. **Not upheld**: We do not find sufficient grounds to uphold your complaint, and no further action will be taken.

4.4 Stage 3 – Review

If you have received the outcome of a Stage 2 investigation and you remain dissatisfied, you may request a Stage 3 Review.

A review is not a reinvestigation of your complaint. Instead, it considers whether there are grounds to review the Stage 2 outcome. You may request a review on one or more of the following grounds:

1. **New evidence or material circumstances** have come to light that could affect the outcome of the complaint and which could not reasonably have been provided during the Stage 2 investigation.
2. There was a **procedural irregularity** during the handling of the complaint which may have affected the outcome.
3. There is evidence of **actual or perceived bias** in the consideration of the complaint which may have affected the outcome.

The Review Officer will consider whether any of these grounds have been demonstrated and whether they are sufficient to warrant a review of the Stage 2 outcome.

You should not request a review simply because you disagree with, or are dissatisfied with, the outcome of your complaint. A review will only be considered where one or more of the grounds set out above applies.

If you believe that one or more of these grounds is relevant to your complaint, you may submit an Internal Review request. There are different approaches depending on your awarding body. This will be made clear to you in your stage 2 outcome letter.

BIMM University awarded students:

If you are a student of BIMM University (BIMM Music Institute, Performers College, MetStudios or MetFilm School BIMM University awarded provision), you should use the Internal Review Request form **within 15 working days** of resolution of your formal complaint.

Internal Review requests are received by the Casework team and assigned to a trained senior member of staff who has had no previous involvement in the complaint.

Once we receive your review request, we will:

- Send an automatic acknowledgement to confirm that we have received your request.
- Consider whether your request meets the grounds for review and has been submitted within the required timeframe. Where relevant, you should provide evidence to support the grounds for review and any reasons for a late submission.
- Contact you, normally within **5 working days**, to confirm whether your request has been accepted for review. We may ask you for additional information to help us assess your request. If your request does not meet the grounds for review, or has been submitted outside the required timeframe without good reason, we will normally issue a Completion of Procedures Letter at this stage.
- Notify you of the outcome of the review and the reasons for the decision, normally within **20 working days** of your review request being accepted.

University of West London subcontracted students:

You may write to the University Secretary (university.secretary@uwl.ac.uk) within **15 working days** of the Stage 2 outcome letter, setting out the reasons why you meet the grounds for a review of the decision.

As per its Student Complaints Procedure, UWL will review the handling of the complaint in light of the student's written statement and report in writing. The University may confirm or rescind an earlier decision in light of this report.

A written reply will be sent to you within 25 working days of receiving a request for review of the handling of the complaint. You will be provided with written notification, via what is known as a Completion of Procedures letter. This confirms that your complaint has been through all of the relevant complaint procedure stages.

5 Independent Review

The Office of the Independent Adjudicator for Higher Education (OIA) runs an independent scheme for reviewing student complaints. If you have completed our internal complaints procedure and received a Completion of Procedures letter, you may be able to ask the OIA to review your case. The OIA is independent of BIMM University and will decide whether your complaint is eligible for review under its rules.

You should normally submit your complaint to the OIA within 12 months of the date of your Completion of Procedures Letter. Further information about the OIA scheme, including how to submit a complaint and the types of matters the OIA can consider, can be found on the OIA website: https://www.oiahe.org.uk/