

Complaints and Appeals processes should be aligned with the Office of the Independent Adjudicator's (OIAs) 'Good practice framework for handling complaints and academic appeals'  
<http://www.oiahe.org.uk/providers-and-good-practice/good-practice-framework.aspx>

## The University Regulations

Although it is not necessary to read the Regulations in their entirety you should know where you can find them and also be aware of the following key details:

Middlesex University Regulations 2020/21, full version

<https://www.mdx.ac.uk/about-us/policies/university-regulations>

- Appeals: You should be familiar in particular with the Appeal Regulations and Procedures (Section G) as The Islamic College and you have to act in accordance with these procedures if you submit an appeal:  
<https://www.mdx.ac.uk/about-us/policies/university-regulations/sectiong.aspx>
- Academic Misconduct: You should be familiar with the Infringement of Assessment Regulations/Academic Misconduct regulations (section F) as The Islamic College and you have to act in accordance with these procedures in the case of any alleged academic misconduct:  
<https://www.mdx.ac.uk/about-us/policies/university-regulations/sectionf.aspx>

In order to be compliant with the Competition and Markets Authority (CMA) legal advice for HEIs, it is a requirement that complaints and academic appeals processes are in the public domain (not a restricted staff/student area) and are easily accessible.

# What do you do if you have a Complaint

Students on validated programmes of study will have access to complaints and grievance procedures established by The Islamic College, these could be obtained through the Head of Registry ([j.hussain@islamic-college.ac.uk](mailto:j.hussain@islamic-college.ac.uk)).

It should be noted that these matters will be:

- treated seriously and with fairness
- dealt with without undue delay, and in as straightforward a manner as possible
- treated consistently across the Islamic College
- dealt with and resolved, wherever possible in an informal way
- progressed through stages leading, if necessary, to a formal stage.

The aim of the Student Complaints and Grievance Procedure is to resolve any problems as quickly as possible to the satisfaction of all parties. Don't delay addressing problems. If you have a suggestion or a complaint about any aspect please raise it with the person concerned in the first instance. If you are not satisfied with the outcome you can progress the matter through informal or formal procedures.

- **Stage 1 - Early Resolution:** Initially, you should seek to deal with your complaint at the level at which the event leading to the complaint occurred. This could be either at programme level, particular department concerned, or within the registry department. Alternatively you could contact the Head of Education Dr Mesbahi and the Islamic College link tutor ([mesbahi@islamic-College.ac.uk](mailto:mesbahi@islamic-College.ac.uk)).

At the end of Stage 1, you will be provided with a written response to your complaint, copied to the Head of education.

- **Stage 2 - Formal Complaint:** If you are not satisfied with the outcome of Stage 1, you may choose to submit a Stage 2 complaint, by completing the Complaints Form. This should be done within 21 working days of the release of the written response to Stage 1.

If you wish to submit a Stage 2 complaint, you should do so to:

- The Head of Registry, **OR**
- The Head of Education, **OR**
- The College Principal

You can expect to receive an initial follow up on any issues that have been identified within 15 days. The Islamic college reply will describe the measures taken or to be taken to resolve any problems and will be made available to the complaining student if identified or the Student representatives if non-identified.

Where necessary, follow ups could be an item for discussion during Programme Voice group or reported upon during the quality/annual monitoring process. The whole feedback process will also be reviewed on a regular basis, to ensure that that it is effective in helping provide a good quality experience for all students.

- **Stage 3 - University-level review:**

The complaints and grievance procedures of the Islamic College must be followed and have been fully exhausted before you can follow the Middlesex University “Complaints in relation to collaborative partner institutions” which can be found in the Middlesex University regulations <https://www.mdx.ac.uk/about-us/policies/university-regulations>.

If you considered that:

(a) there has been a procedural irregularity in the conduct of the Stage 2 investigation; OR

(b) new information has come to light, which the student was unable to disclose previously and which would have had a material impact upon the investigation previously undertaken; OR

(c) the decision reached was unreasonable based on the information that had been available to the Islamic College when the case was considered.

You may request a review of the outcome of the Stage 2 investigation and must do so within 21 working days of the written response to Stage 2.

If you are a student studying at a Collaborative Partner Institution, you must complete the Collaborative Partner University Level Review form (CPULR). Full details can be found in the Student Complaints and Grievance Procedure (Appendix A)

[https://www.mdx.ac.uk/\\_data/assets/pdf\\_file/0033/189906/Student\\_complaints\\_and\\_grievance\\_procedures.v1.pdf](https://www.mdx.ac.uk/_data/assets/pdf_file/0033/189906/Student_complaints_and_grievance_procedures.v1.pdf). Alternatively you may contact Dr Cortese as the Middlesex University link tutor ([d.cortese@mdx.ac.uk](mailto:d.cortese@mdx.ac.uk)).

**IMPORTANT:** It is inappropriate for you or any other student to make direct contact with an External Examiner. The appeal and complaints systems exist to allow you to express any concerns you have, including the marks you have been given for your performance.

# What do you do if you want to Appeal a Decision

As already mentioned Middlesex University Regulations for Academic Appeals apply to our validated programmes, You should be familiar in particular with the Appeal Regulations and Procedures (Section G) as The Islamic College and you have to act in accordance with these procedures if you submit an appeal:

<https://www.mdx.ac.uk/about-us/policies/university-regulations/sectiong.aspx>

If you are considering submitting an appeal against an Assessment Board decision then please contact the Head of Education Dr Mesbahi (The Islamic College link tutor) [mesbahi@islamic-College.ac.uk](mailto:mesbahi@islamic-College.ac.uk), or Dr Cortese (Middlesex University link tutor) [d.cortese@mdx.ac.uk](mailto:d.cortese@mdx.ac.uk).