



Student Complaints Procedure

2025/26

This procedure applies to undergraduate programmes delivered by Boomsatsuma and validated by Kingston University London.

It should be considered as an addendum to [Kingston University Student Complaints Procedure](#) and a 'Stage 1' process that takes into account Boomsatsuma's position as a collaborative partner of Kingston University London.

Student Complaints Procedure

1. Introduction

- 1.1 At Boomsatsuma, we want to make sure that students have the best experience possible by creating a supportive and engaging learning environment. While we don't expect anything to go wrong, we understand that occasionally issues may arise. In order for us to help resolve challenges, this Student Complaints Procedure can be engaged.

2. Scope of this Procedure

- 2.1 Students can submit a complaint under this procedure if they have a concern about the following:
- The teaching, delivery, or administration of a programme
 - A failure by Boomsatsuma to meet our obligations, including those outlined in programme and module documentation
 - Misleading or incorrect information contained in prospectuses, promotional materials, and other institutional publications
 - The poor quality of, or accessibility to, facilities, learning resources, or services provided directly by Boomsatsuma
 - Staff conduct that includes but is not limited to alleged discrimination, bullying, and harassment
- 2.2 Matters that are not within the remit of the Student Complaints Procedure include but are not limited to:
- Decisions made by an academic body such as an Assessment Board, which include those related to progression, reassessment, and academic misconduct
 - Concerns related to academic judgement or the quality of academic feedback

- The behaviour of a student or students, including for example, discrimination, bullying, sexual misconduct, and harassment allegations
- Fees, student loans, or other matters related to fee status

2.3 The following procedure aims to resolve student complaints internally and in a timely manner. Where the nature of the complaint is particularly serious or cannot be resolved by Boomsatsuma, a decision can be made to engage the [Kingston University Student Complaints Procedure](#).

3. Early Resolution

3.1 The first step of addressing a complaint is for the 'Reporting Party' to discuss concerns with an appropriate member of staff. This may be with their Personal Tutor, Module Leader, Head of Subject, Student Wellbeing team or any other member of the Higher Education team that they feel comfortable approaching. In many cases, a resolution can be reached outside of a formal process.

4. Stage 1 - Formal Complaint (Internal)

4.1 If the Reporting Party is dissatisfied with the outcome of Early Resolution, they may submit a formal complaint to Boomsatsuma. This is an internal procedure that we call 'Stage 1'.

4.2 Reporting – The Reporting Party must submit their complaint, together with any supporting documentation, using [this form](#). The submission will be reviewed in the first instance by a Complaint Coordinator, which will be a member of the Boomsatsuma team with appropriate seniority. If help using the form is needed, please contact studenthelp@boomsatsuma.com.

4.3 Investigation – The Complaint Coordinator will acknowledge receipt of the complaint within 5 working days and initiate an investigation by appointing a suitable Investigating Officer. The person chosen to be Investigating Officer will depend on the nature of the complaint, and in all cases, steps will be

taken to select a member of staff that is not directly connected to the target of the complaint.

- 4.4 It is important that the Investigating Officer is clear about the facts of the Reporting Party's case and so they may request a meeting or phone call with them and or other key staff or students. They will also consider any documents and evidence that is available. The decision about whether or not to meet with the Reporting Party, or with anyone else, will be determined by the Investigating Officer and proportional to the nature of the complaint and the complexity of the issues raised.
- 4.5 A full written response should normally be provided to the Reporting Party within 20 working days of when we received the complaint. Should circumstances require additional time for the complaint investigation, the Investigating Officer will advise of the reason for the delay and provide a revised timeframe for the completion of the investigation.
- 4.6 Outcomes – Within the scope of this procedure, there are three possible outcomes of a student complaint:
- Upheld in Full. The complaint is fully supported, and Boomsatsuma will attempt to agree an appropriate resolution with the Reporting Party
 - Partially Upheld. Some aspects of the complaint are supported and addressed accordingly
 - Not Upheld. The complaint is not supported, and no further action will be taken. This may be due to insufficient or inaccurate evidence, or if no breach of policy or fair treatment has identified
- 4.7 In the event that the complaint is upheld in full or partially upheld, Boomsatsuma will issue the Reporting Party with a letter that outlines an offer of resolution. If the complaint is more complex, the Investigating Officer may request a meeting with the Reporting Party to discuss their expectations for redress. If a complaint is not upheld, Boomsatsuma will notify the Reporting Party in writing.

5. Appeals

- 5.1 The Reporting Party has the right to appeal the outcome of a student complaint. Appeals should be made in writing to the Head of Higher Education. An independent panel is convened to review appeals.

6. Stage 2 - Formal Complaint (Validator)

- 6.1 If the Reporting Party feels that their complaint has not been sufficiently addressed using the Stage 1 procedure or appeals mechanism, they have the option of referring the matter to our degree validator, Kingston University. In such an instance the Reporting Party would engage the 'Stage 2' process of the [Kingston University Student Complaints Procedure](#).