



Student Complaints Procedure (HE)

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Owner	Quality and Standards Committee
Approving body	Board of Directors
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See Appendix A for version history

Student Complaints Procedure (HE)

1. Purpose

- 1.1. Boomsatsuma Education Ltd ('Boomsatsuma') is committed to providing a high-quality student experience, supported by effective teaching, appropriate resources, and a positive and inclusive learning environment.
- 1.2. This Student Complaints Procedure sets out how students can raise concerns about their experience and how Boomsatsuma will consider and respond to complaints in a fair, consistent, and timely manner. It is designed to ensure that concerns are addressed appropriately, resolved at the earliest opportunity where possible, and used to inform ongoing improvement.
- 1.3. This Procedure is intended to:
 - Provide a clear process for raising and resolving student complaints
 - Distinguish complaints from Academic Appeals and other procedures
 - Ensure complaints are handled fairly, consistently, and without bias
 - Provide clear stages, responsibilities, and timescales
 - Support early resolution wherever appropriate
 - Support monitoring, reporting, and enhancement of the student experience.
- 1.4. This Procedure has been developed with reference to the Office of the Independent Adjudicator for Higher Education (OIA) Good Practice Framework [\[Link\]](#) and relevant regulatory expectations.
- 1.5. Students on higher education programmes delivered by Boomsatsuma are officially enrolled and registered with Kingston University London. This Procedure operates as Boomsatsuma's local student complaints procedure and should be read alongside Kingston University's Student Complaints Procedure (GR2) [\[Link\]](#). Where a complaint remains unresolved after Boomsatsuma's internal procedure has been completed, the student may be

able to refer the matter to Kingston University in accordance with Kingston University's Student Complaints Procedure.

2. Definitions

- 2.1. The Office of the Independent Adjudicator (OIA) defines a complaint as “an expression of dissatisfaction by one or more students about a provider’s action or lack of action, or about the standard of service provided by or on behalf of the provider” [\[Source\]](#).
- 2.2. An Academic Appeal, by contrast, is defined by the OIA as “challenge to or request for reconsideration of a decision by an academic body that makes decisions on student progress, assessment and awards. This may include a request to change marks or progress decisions, or final award classifications” [\[Source\]](#).
- 2.3. Boomsatsuma will determine whether a concern is best considered under this Procedure or the Academic Appeals Procedure. Where a submission includes elements of both, the student will be informed how each element will be considered.

3. Scope

- 3.1. This Procedure applies to students studying on higher education programmes delivered by Boomsatsuma, who are officially enrolled and registered with Kingston University. It also applies to former students who submit a complaint within the timescales set out below.
- 3.2. A complaint may relate to:
 - The teaching on a programme or the delivery or administration of a programme
 - A failure by Boomsatsuma to meet its obligations, including those outlined in course and module documentation

- Misleading or incorrect information in Boomsatsuma prospectuses and promotional materials
- The conduct of staff, such as alleged discrimination, harassment, bullying or sexual misconduct.

3.3. This Procedure does not cover:

- Academic decisions including marks, progression, reassessment or awards. These matters are considered under Kingston University's Academic Appeals Regulations (AR8) [\[Link\]](#).
- Academic judgement. Please speak to a member of your course team or Personal Tutor for guidance.
- Matters related to academic integrity. Please refer to Kingston University's Academic Integrity Regulations [\[Link\]](#)
- The behaviour of other students, for example alleged harassment, bullying or sexual misconduct. Please refer to Boomsatsuma's Student Disciplinary Procedure (HE) [\[Link\]](#) or Harassment and Sexual Misconduct Policy (HE) [\[Link\]](#)
- Matters related to admissions decisions or the admissions process. Please refer to Boomsatsuma's Admissions Appeals and Complaints Procedure (HE) [\[Link\]](#)
- Matters related to wellness to study, compulsory study break or withdrawal on health, wellbeing or risk grounds. Please refer to Kingston University's Wellness to Study Procedure [\[Link\]](#)
- Matters related to fee status, student finance, student loans or student funds, except where the concern relates directly to information or local administration provided by Boomsatsuma. Students may be directed to Kingston University, Student Finance England, the Student Loans Company, or another relevant body as appropriate.

3.4. Where a concern falls outside the scope of this Procedure, including those not listed above, Boomsatsuma will provide clear information about which alternative procedure or policy should be used. Students may seek guidance from a member of the course team or their Personal Tutor in the first instance.

4. Principles

- 4.1. Boomsatsuma will apply this Procedure in a way that is fair, consistent, and proportionate. Complaints will be considered objectively, taking into account all relevant information, and decisions will be made by individuals who are appropriately trained and have had no prior involvement in the matter.
- 4.2. Students will not be disadvantaged as a result of raising a complaint or challenging a decision made by Boomsatsuma.
- 4.3. Boomsatsuma is committed to maintaining an open and positive culture in which feedback is encouraged and valued. Students should feel confident that concerns will be listened to and addressed appropriately, and that the process will be conducted transparently and without bias.
- 4.4. Boomsatsuma will seek to resolve complaints as early as possible and within reasonable timescales, while ensuring that investigations are thorough and appropriate to the nature of the concern. Information will be handled sensitively and in accordance with data protection legislation and will be shared only where necessary for the purposes of considering and resolving the complaint.

5. Group and Anonymous Complaints

- 5.1. Where a complaint concerns multiple students, a group complaint may be submitted. In such cases, the group must nominate one student to act as the representative. Boomsatsuma will normally correspond only with the nominated representative.
- 5.2. For the purpose of this Procedure, the term 'student' applies to either a singular complainant or a student acting as a representative for a group. Where clarity is needed, the phrase 'student or group of students' is used.

- 5.3. Anonymous complaints will not normally be investigated as this may limit the ability to conduct a fair and thorough investigation. However, Boomsatsuma reserves the right to consider anonymous complaints where there are serious concerns, such as potential risks to student welfare or significant procedural issues.

6. Early Resolution

- 6.1. Many concerns can be resolved quickly and informally through discussion and clarification. Students are encouraged to raise concerns as soon as possible with an appropriate member of staff, such as a Module Leader, Personal Tutor, Head of Programme, or a member of the Student Support and Wellbeing team.
- 6.2. A complaint must normally be submitted within 15 working days of the event that gave rise to the issue or, if a series of events, within 15 working days of the final event in the series. Complaints submitted outside this timeframe may be considered in exceptional circumstances.
- 6.3. Boomsatsuma will aim to respond to Early Resolution enquiries within 10 working days. If the matter requires further information or investigation, the student will be informed.
- 6.4. Where a concern is resolved at this stage, no formal submission of a complaint is required. Where the matter is not resolved, or the student remains dissatisfied, they may proceed to a Stage 1 Formal Complaint.

7. Stage 1 – Formal Complaint

- 7.1. A student wishing to submit a complaint under Stage 1 must complete the Student Complaints Form [\[Link\]](#) within 15 working days of being informed of the outcome of Early Resolution.
- 7.2. The Student Complaints Form asks for the following:

- A clear description of the issue
- Relevant dates and context
- Confirmation of whether this is a group complaint. For a group complaint, each member of the group should be named and the individual drafting the complaint will, unless otherwise stated, act as the representative for the group
- Details of any steps already taken to resolve the matter, including the outcomes of Early Resolution
- Supporting evidence
- Where relevant, an explanation of why supporting evidence is not yet available

7.3. By submitting a complaint using the Student Complaints Form, the student or group of students understands that Boomsatsuma may verify evidence where necessary and may share relevant information with individuals involved in considering the complaint, in accordance with data protection legislation. Information will only be shared with individuals involved in the consideration of the complaint.

7.4. Boomsatsuma will acknowledge receipt of a complaint as soon as possible, and no later than 5 working days from submission.

7.5. If the complaint is not eligible for consideration within the Procedure, the student will be informed in writing with reasons. Where appropriate, the student may be directed to another procedure.

8. Investigating a Complaint (Stage 1)

8.1. A Stage 1 Formal Complaint will be reviewed by an Investigating Officer. The Investigating Officer will be a suitably senior member of staff who has had no prior involvement in the matter and is able to act impartially.

8.2. The Investigating Officer will consider the information and evidence provided by the student. Where necessary, they may seek further information or

clarification from the student and may also obtain information, evidence, or statements from relevant members of staff or individuals.

- 8.3. Any additional evidence gathered during the investigation will be taken into account in reaching a decision. Where appropriate, this information will be shared with the student in advance of any decision being made, subject to confidentiality and data protection considerations.
- 8.4. Once the investigation is complete, the Investigating Officer will prepare a report setting out the evidence and findings. This report will be considered by the Head of Higher Education or appropriate nominee who will either determine an outcome or recommend that the complaint is considered by a Student Complaints Panel.
- 8.5. A Student Complaints Panel will be convened to consider a Stage 1 Formal Complaint where, for example, issues are complex, where there is conflicting evidence, or where a panel meeting would further ensure that outcomes are fair and transparent.
- 8.6. A meeting of the Student Complaints Panel will normally be held within 15 working days of the complaint being received, or from the date that all relevant evidence has been submitted.
- 8.7. The panel will normally include:
 - An appropriately senior member of staff, acting as Chair
 - An academic member of staff with relevant training and experience who has had no prior involvement in the case
 - Where appropriate, a member of the Student Support and Wellbeing team
- 8.8. The student will be invited to attend the meeting and may be accompanied by a friend, family member, or other appropriate individual, provided that they are not attending in a legal capacity. The Chair of the Student Complaints Panel

will ensure that the student is aware of their rights and will confirm the list of attendees in advance.

- 8.9. If the student chooses not to attend the meeting, having been given reasonable notice, the panel may proceed in their absence where it is considered appropriate to do so.
- 8.10. All staff involved in the investigation of a Stage 1 Formal Complaint will be appropriately trained and supported to ensure that outcomes are arrived at fairly, consistently, and in accordance with this Procedure and relevant regulatory expectations.
- 8.11. The process for a Stage 1 Formal Complaint will normally be completed within 20 working days of the complaint being received, or from the date that all relevant evidence has been submitted. Where this is not possible, the student will be informed of the reason for the delay and provided with a revised timeframe.

9. Outcomes of a Complaint (Stage 1)

- 9.1. There are three possible outcomes of a Stage 1 Formal Complaint:
 - Upheld in full
 - Partially upheld, where some aspects of the complaint are supported and others are not
 - Not upheld, where no grounds for the complaint have been established and no further action will be taken
- 9.2. The student will receive written confirmation of the outcome of the Stage 1 Formal Complaint. This will include a clear explanation of how the decision was reached and, where relevant, details of any actions to be taken as a result of the outcome.

10. Stage 2 – Internal Review

- 10.1. After receiving the outcome of a Stage 1 Formal Complaint, a student is entitled to request an internal review of the decision.
- 10.2. A request for internal review must be based on one or more of the following grounds:
 - This Procedure was not followed correctly and this may have affected the outcome
 - The outcome is unreasonable in light of the available evidence
 - New evidence has become available which, for valid reasons, could not be provided earlier and may have affected the outcome.
- 10.3. A request for an internal review should be submitted in writing to appeals@boomsatsuma.com within 10 working days of the date on which the outcome was communicated to the student. The request must include any supporting evidence. Requests submitted outside of this timeframe will not normally be considered unless there is clear evidence of circumstances beyond the student's control which prevented submission within the stated period.
- 10.4. Where applicable, a review will be conducted by a senior member of staff who has had no prior involvement in the Stage 1 Formal Complaint and is able to act impartially.
- 10.5. The reviewer may:
 - Uphold the original outcome
 - Require that the Student Complaints Panel (re)convene to reconsider evidence
 - Determine an alternative outcome where this is considered appropriate.

- 10.6. The outcome of the review represents the final stage of Boomsatsuma's internal student complaints procedure.
- 10.7. The student will be notified of the outcome of the review in writing within 10 working days of the request being received, or from the date that all relevant information has been submitted.

11. Stage 3 – Referral to Kingston University

- 11.1. Students on higher education programmes delivered by Boomsatsuma are officially enrolled and registered with Kingston University London. Where a student remains dissatisfied after completing Boomsatsuma's internal Student Complaints Procedure, they may be able to refer the complaint to Kingston University in accordance with Kingston University's Student Complaints Procedure (GR2) [\[Link\]](#).
- 11.2. When referring a complaint to Kingston University, the student must ensure that:
- All stages of Boomsatsuma's Student Complaints Procedure have been exhausted (i.e. Stage 1 and 2)
 - The complaint relates to the academic standards and/or quality of the student's learning opportunity
 - There is evidence that the outcome of Boomsatsuma's internal procedure was unreasonable, or that there were procedural irregularities in how the complaint was considered
 - The request is submitted in accordance with Kingston University's requirements and within the specified timescales
 - The Kingston University procedure is used appropriately and not for the purpose of raising matters outside its scope.
- 11.3. Where Kingston University accepts a complaint for consideration, it will normally be considered at Stage 2 of Kingston University's Student

Complaints Procedure. Kingston University's process and timescales will apply.

- 11.4. The Office of the Independent Adjudicator for Higher Education (OIA) provides an independent scheme for the review of student complaints. For students officially enrolled with Kingston University, access to the OIA will normally follow completion of the relevant Kingston University procedure and the issue of a Completion of Procedures Letter [\[OIA Definition\]](#) by Kingston University. Information about the OIA and its eligibility criteria can be found on the OIA website <https://www.oiahe.org.uk>.

12. Recording and Monitoring

- 12.1. Student complaints are recorded and monitored to support fairness, consistency, and the ongoing enhancement of the student experience. Boomsatsuma will maintain a record of the nature of each complaint at Stage 1 and beyond, how it was handled, the time taken at each stage, and the outcome, alongside relevant anonymised data where appropriate.
- 12.2. Summary data will be reviewed periodically by the Student Engagement and Experience Committee to identify themes, inform improvements to policy and practice, and address any recurring issues.
- 12.3. All records relating to student complaints will be stored securely for the duration of the student's study plus 3 years.

13. Review

- 13.1. This Procedure will be reviewed periodically by the Quality and Standards Committee to ensure it remains aligned with relevant legislation, regulatory expectations, and provider practice.
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Appendix A – Version History

Version	Date	Changes
1	10 June 2026	New draft