



General Regulations 2: Student Complaints Procedure

2025-2026

This document is available in hard copy and on the University intranet and internet sites. Please contact the Information Centre or the Kingston Students' Union Advice Centre if you have any difficulty in obtaining a copy that you can read, or find any aspect of these regulations difficult to understand.

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1. Introduction to the Student Complaints Procedure

- 1.1 At Kingston University we aim to provide you with the best experience possible by creating excellent and supportive learning environments and high standards of service delivery. While we don't expect things to go wrong, we accept that sometimes things do. In order for us to put things right, we need you to let us know as soon as you can when you experience an issue. You may wish to raise your concerns with your Personal Tutor, Module Leader or another member of your course team, your Student Course Representative, or with a member of professional staff. We call this Early Resolution.
- 1.2 If your issue cannot be resolved through early resolution, then you can submit a Formal Complaint to us using the procedure set out below. So that we are able to investigate complaints effectively, we ask that you let us know as soon as possible (usually within 15 working days of the incident taking place) and provide as much supporting evidence as possible.
- 1.3 If we feel that your Formal Complaint does not meet our criteria for investigation, then we will let you know this and the reasons why. You will be able to make an application to the independent body, the Office of the Independent Adjudicator (OIA), if you feel that the University has not fairly or correctly handled your complaint.

Where can I get further advice and support from?

- 1.4 If you are unsure about whether or not the Student Complaints Procedure is the correct Procedure for your situation, or if you just want to speak to someone about your concerns, we recommend that you speak to your Personal Tutor or the Kingston Students' Union. You can find further information on the different types of issues or concerns that you might have and advice on the best ways to deal with these [here](#).
- 1.5 If you have witnessed or experienced any behaviour that makes you feel uncomfortable there are a range of support and report routes available to you.

2. Can I make a complaint?

- 2.1 If you are enrolled on a Kingston University course or have recently been enrolled on a Kingston University course, you can use the University's Student Complaints Procedure. We work directly with our students to resolve concerns and for this reason we do not usually accept complaints from parents, family members or other third parties unless there are compelling reasons, and we have your explicit consent.

- 2.2 You can submit a complaint under this procedure if you have a concern:
- about the teaching on a programme or the delivery or administration of a programme, including, those delivered by collaborative partner institutions;
 - about a failure by the University to meet our obligations, including those outlined in course and module documentation.
 - about misleading or incorrect information contained in prospectuses or promotional materials and other University publications.
 - about the poor quality of, or accessibility to, facilities, learning resources or services provided directly by the University.

Please click [here](#) for examples of complaints relating to these areas and suggested routes for early resolution.

- 2.3 We will also consider complaints about staff conduct (for example, alleged discrimination, harassment, bullying, and /or sexual harassment as part of the Student Complaints Procedure. If you have witnessed or experienced any behaviour that makes you feel uncomfortable there are a range of support and report routes that available to you.

- 2.4 If you have a particularly sensitive case that you would like to discuss in confidence with a member of staff, you can contact your Personal Tutor or Academic Registry in the first instance. Our staff are available to offer you advice on your options and talk to you about what might happen next if you want to submit a formal complaint. The Kingston Students' Union is also very experienced at providing advice about the University's processes.

- 2.5 The following areas cannot be considered under this procedure but may be able to be considered under a separate procedure:

Concern	Please refer to
You have a concern about a decision that has been made by an academic body such as an Assessment Board. This might, for example, include a decision about your progression, reassessment or award, or the outcome of an Academic Misconduct Panel.	Please speak to your Personal Tutor, Course team or Information Centre in the first instance. The Kingston Students' Union can also offer impartial and expert advice. If you feel that you have grounds for appeal refer to the Academic Appeals Regulations (AR8/AR9). Appeals must be submitted within 15 university working days of the date that your outcome was released.
You have a concern relating to academic judgement or the quality of academic feedback on work.	Please speak to your Personal Tutor or a member of your course team to discuss your work in more detail.

You have a concern about the behaviour of a student, including for example discrimination, bullying or harassment allegations.	The University takes concerns about discrimination, bullying and harassment very seriously. If you have witnessed or experienced any behaviour that makes you feel uncomfortable there are a range of support and report routes available to you here. If you have a concern about another student or a group of students' behaviour, please refer to the Student Conduct and Behaviour Procedure (GR3) here.
You have a concern about a decision that has been made under another specific regulation or procedure, for example Admissions, Fitness to Practise or the Student Conduct and Behaviour Procedure.	Please refer to the relevant procedure for details of any routes for complaint or appeal. If you are unsure of what to do next, please speak to your Personal Tutor, Course team or Information Centre in the first instance. The Kingston Students' Union can also offer impartial and expert advice.
You have a concern about a decision made in line with the Halls Licence.	Please refer to the Halls Licence for details of route for complaint or appeal.
Your complaint or appeals is against matters which have already been, or are currently being, considered by the Office of the Independent Adjudicator (OIA), a court, or a tribunal.	We are not able to look at these matters while they are being considered by an external body such as the OIA or a court of law. Any open complaints or appeals will be paused until the external proceeding has been concluded.
You have a concern about Intellectual Property Rights.	Please refer to the Intellectual Property Rights Procedure;
You have a concern about Data Protection or a Data Breach.	Please refer to the Data Protection Policy;
You have a concern about a fee status decision.	Please contact Admissions
You have a concern about your Student Loan.	Please contact the Student Loans Company
You have a concern about decisions on applications for student funds, such as the Student Support Fund or US Federal Aid	Please contact the Student Funds and Bursaries Team

What if I am a studying at a collaborative partner institution?

- 2.6 If you are a student enrolled on a Kingston University course that is run in collaboration with a collaborative partner institution you will need to follow the complaints procedure of the partner institution in the first instance. If you are unhappy with the way in which your complaint has been considered once the partner's procedures have been exhausted, and your complaint relates to the academic standards and/or quality of your learning opportunity, you can refer your complaint to the University for consideration at Stage 2 of this procedure.
- 2.7 If your partner institution does not have their own procedure, you should contact a relevant member of staff at the partner institution to explore a possible early resolution to your complaint. If your issue cannot be resolved through early resolution, you may submit a Stage 2 - Formal Complaint to us using the University's Stage 2 - Formal Complaint Form. Your Complaint will be considered by an Investigator appointed by the University with relevant input from both the Kingston University Liaison Officer and Partner Liaison Officer. Following this you can submit a request for a Review of your Complaint using the University's Stage 3 - Complaint Review Form. The Review of your Complaint will be undertaken by Kingston University.

What if I am complaining about a service provided by a third party such as the Kingston Students' Union or a Halls Management Company?

- 2.8 If your complaint relates to another organisation or to a contractor who is providing services on behalf of the University, you should contact the service provider directly and follow their complaints procedure in the first instance. This would be the case, for example, if your complaint related to a service provided by, or a member of staff employed by, a Halls Management provider or by the Kingston Students' Union. The contact details for the University's principal service providers can be found [here](#).
- 2.9 The University may accept a complaint about the services provided by another organisation or service provider directly, if the organisation or provider does not have their own complaints procedure, or if your complaint relates specifically to your learning opportunities or experiences.

3 What are the timescales for making a complaint?

- 3.1 Complaints should be made within 15 days of the event which has given rise to the complaint or, if a series of events has given rise to a complaint, within 15 days of the final event in the series. Complaints will only be considered outside this timeframe in exceptional circumstances. If a complaint is submitted outside of this timeframe, and the University determines that there are no compelling exceptional circumstances to explain this, you will be issued with a Completion of Procedures letter (see section on OIA).

4 How do I submit a complaint and what happens next?

4.1 The University's Student Complaints Procedure consists of three stages:

Stage 1 – Early Resolution:

The first stage of this procedure will require you to discuss your specific concerns with an appropriate member of staff to see if a resolution can be reached outside of the formal process. This may be with a personal tutor, module tutor, course leader, or a member of professional staff from a particular department. We have provided some examples of the types of issues you may be concerned about and suggested routes for early resolution [here](#). If you are unsure who to speak to in the first instance, you should contact the [Kingston Students' Union](#) for advice.

Stage 2 – Formal Complaint:

If you remain dissatisfied with the outcome of your discussion at the Early Resolution stage, then you may submit a formal complaint to the University for investigation using the Stage 2 Complaint Form available alongside this Procedure. The form includes guidance to help you to provide the relevant information and evidence to support your complaint. The Kingston Students' Union can help you to complete the form. If you would like to submit your complaint in an alternative format, please email <mailto:studentcomplaints@kingston.ac.uk>.

There may be some exceptional cases when the University will permit a complaint to be made directly at the formal stage. If you feel that your case should exceptionally be considered at Stage 2, please contact your Faculty Complaint Co-ordinator or the relevant Directorate Complaint Co-ordinator to discuss this further.

Stage 3 – Complaint Review:

If you remain dissatisfied with the outcome of the formal investigation, you may apply for a review of your complaint using the Stage 3 Complaint Review Form that is available alongside this Procedure. You will need to provide the grounds for why you believe you meet the criteria to request a review of your complaint. The Kingston Students' Union can help you to complete your form. If you would like to submit your complaint in an alternative format, please email studentcomplaints@kingston.ac.uk.

Stage 1 – Early Resolution

4.2 The aim of the early resolution stage is to resolve your concerns before they escalate into a formal complaint. It is expected that most student complaints will be considered initially at this stage. We have provided some examples of the types of issues you may be concerned about and suggested routes for early resolution [here](#).

4.3 If you have a concern or a complaint you should first raise this either in writing or verbally to the staff member directly responsible for the delivery of the service, or to their line manager if the complaint relates to the

conduct of a staff member. This member of staff will be known as the Complaint Handler.

- 4.4 On receipt of a complaint, the Complaint Handler will try and find a satisfactory solution to your complaint. This might, for example, be an apology and/or an explanation if something has clearly gone wrong or another specific action that will resolve the problem. If it is possible to agree a resolution to your complaint the Complaint Handler will implement the solution.
- 4.5 You will normally receive a response to your complaint within 20 days of receipt of making it. If you have made your complaint in writing, the Complaint Handler will normally write back to you setting out the outcome. Should circumstances require additional time for resolution of the complaint, the Complaint Handler will advise you of the revised timeframe.

Stage 2 – Formal Complaint

- 4.6 If your complaint has not been resolved to your satisfaction at Stage 1, you may submit a Stage 2 complaint for Formal Complaint using the Stage 2 – Formal Complaint Form.
- 4.7 You must submit the form, together with any supporting documentation to the relevant Faculty Complaint Coordinator or Directorate Complaint Coordinator ('[the Complaint Coordinator](#)') within 15 days of either the Stage 1 outcome or the date on which you were advised to escalate the complaint to Stage 2 of the Procedure. The contact details for each Faculty and Directorate Complaint Co-ordinator can be found on this [Student Complaints webpage](#) and on the Stage 2 Form. If you are not sure who to submit your form to please email studentcomplaints@kingston.ac.uk.
- 4.8 The Complaint Coordinator will acknowledge receipt of the complaint within 5 days and initiate an investigation by appointing a Complaint Investigator ('the Investigator'). If the complaint relates to staff conduct, the Deputy Dean of the Faculty or the Head of the Directorate will appoint the Investigator. If the substance of your complaint is deemed not valid, you will be provided with a Completion of Procedures letter which will explain the reasons why the University will not be considering your complaint any further.
- 4.9 It is important that the Investigator is clear about the facts of your case and so they may request a meeting or phone-call with you, or other key staff or students as part of their investigation as well as considering other documents and evidence that is available. The decision about whether or not to meet with you, or with anyone else, will be determined by the Investigator and will be proportionate to the nature of the of the complaint and the complexity of the issues raised.

- 4.10 A full written response should normally be provided to you within 20 days of when we received your complaint. Should circumstances require additional time for the complaint investigation, the Investigator will advise you of the reason for the delay and provide a revised timeframe for the completion of the investigation.
- 4.11 Following the completion of the investigation, the Investigator may uphold the complaint in full, in part, or not uphold it. In all cases, the Investigator will provide you with a written response giving the outcome of the complaint investigation and providing reasons for the decision.
- 4.12 The Faculty or Directorate will implement any recommendations (including payments or refunds) arising out of the complaint investigation.

Stage 3: Complaint Review

- 4.13 If you are dissatisfied with the outcome of the Formal Complaint at Stage 2 of the Procedure, you may request a review of the complaint on the basis of one or more of the following grounds:
- there were procedural irregularities in the Stage 2 investigation which have significantly affected the outcome; and/or
 - based on the evidence available to the Stage 2 Investigator at the time, the outcome is unreasonable; and/or
 - new evidence has come to light which you were unable, for valid reasons, to provide earlier in the process and which would have significantly affected the outcome.
- 4.14 A request for a review of a complaint must be submitted to Academic [Registry](#) within 15 days of the date of the Stage 2 outcome letter using the Stage 3 – Complaint Review Form provided alongside this procedure.
- 4.15 The complaint reviewer ('the Reviewer') will acknowledge receipt of the Stage 3 request for a review within 5 days and if the grounds for review have been met, a review will be initiated. If the grounds for review are not specified, or deemed not valid, then you will be provided with a Completion of Procedures letter which will explain the reasons why the University will not be considering your request any further.
- 4.16 A full response should normally be provided to you within 20 days of us receiving your form. Should additional time be required to complete the review, the Reviewer will advise you of the reason for the delay and will provide a revised timeframe for completion of the review.
- 4.17 Following the completion of the review, the Reviewer may uphold the complaint in full, in part, or not uphold it. In all cases, the Reviewer will provide a written response to you giving the outcome of the review and reasons for the decision.

- 4.18 If you do not wish to accept the outcome of the review, a Completion of Procedures letter will be issued. The Completion of Procedures letter will state whether or not the University is willing to keep any offer open in the event that you refer the complaint to the Office of the Independent Adjudicator for consideration (see section below).

5 Offers of Resolution, Payments and Refunds

- 5.1 The University may make an offer to you to resolve your complaint, "in full and final settlement" of your complaint. This may include an offer of a payment or refund of money. Where this occurs, you will be sent a Complaint Resolution Acceptance Form along with the outcome letter, and you will be provided with a timeframe to accept the offer.
- 5.2 "Full and final settlement" means that, should you accept the offer, you will not be able to make a further complaint or appeal about the same issues under the Procedure or via an external route, such as the civil courts or the Office of the Independent Adjudicator ('OIA'). This does not prevent you making a complaint about unconnected issues in the future, should you need to.
- 5.3 If you do not wish to accept the offer of resolution, a Completion of Procedures letter will be issued to you which you will need should you wish to take your complaint to the Office of the Independent Adjudicator for consideration (see section below).

6 What if I am not happy with the outcome of my Complaint?

- 6.1 The Office of the Independent Adjudicator, the "OIA" provides a free and independent scheme for the review of student complaints, which includes the right to appeal against a final decision by a University.
- 6.2 When all of our internal procedures have been completed, either following conclusion of your complaint at Stage 3, or where it has been dismissed at an earlier stage, you may be issued with a Completion of Procedures letter.
- 6.3 Applications to the OIA need to be made within 12 months of the date that the Completion of Procedures information was issued by us.
- 6.4 Further information about submitting a complaint to the OIA can be found on their website – www.oiahe.org.uk.

7 Other relevant information

Multi-Issue Complaints

- 7.1 If your complaint includes issues relating to other procedures, such as an academic appeal, the University will inform you of this and will direct you to the relevant information. In order to avoid delays, you are strongly advised to speak with the [Kingston Students' Union](#) about any potential complaint that you have so that they can advise you of the correct route to follow.
- 7.2 If you have submitted a complaint and an academic appeal, the Complaint Investigator will liaise with the Academic Appeal Case Handler to determine the appropriate way forward for the issues raised. This will normally be done within the 20 days provided for the consideration of the case.

Group Complaints

- 7.3 The University will accept group complaints where the same issues are being experienced by more than one student. If you are submitting a group complaint you should nominate one individual to act as spokesperson for your group and identify who this is within all complaint documentation. A list of the names, student IDs and contact information of all the other members of your group should be included within your complaint submission.
- 7.4 Each student will be expected to show how they have personally been affected by the situation. The Complaint Handler, Investigator or Reviewer may contact individual students to provide more information about this as part of the complaint investigation and individual students may receive personalised outcomes to the complaint if it is determined that they have been impacted in different ways. Otherwise, correspondence about a group complaint will normally be directed to the spokesperson with the expectation that they will liaise with all group members.
- 7.5 Any complaints affecting a course and its delivery as a whole should be raised with a member of the Course Team as soon as they arise, or if the issues are not satisfactorily resolved in this way, through the Student Voice Committee or its equivalent.

Anonymous Complaints and Confidentiality

- 7.6 The University will not typically investigate complaints that are made anonymously, or where a student asks for their identity to remain anonymous during the investigation. This is because the person(s) or body about who a complaint is being made should be provided with a fair opportunity to make a response to the allegation that has been made. Sharing all of the information, including the identity of the complainant, is the fairest and most thorough way to undertake an investigation. You can be assured that all complaints will be considered with sensitivity, that

confidentiality will be maintained so far as practicable, and that you will not be placed at any disadvantage by having made a complaint.

- 7.7 The details of your complaint will not be made known to anyone outside the University without your consent, unless there are overriding statutory or safeguarding obligations. There may be occasions when we will need to make enquiries with an organisation or an individual that is external to the University in order to investigate a complaint, for example, if your complaint relates to a service provided within a placement setting we may need to discuss relevant details of your complaint with appropriate staff at the provider. In these cases, will we ask for your consent before we do so.
- 7.8 The University may consider investigating an anonymous complaint, or withholding yours or another individual's identity as part of the investigation, if there is a compelling reason for doing so. However, you should note that this may impede the thoroughness of the investigation.
- 7.9 Please note another route that is available to you for discussing and reporting concerns to the University anonymously via the [Report and Support function](#).

Staff Conduct and Confidentiality of Outcomes

- 7.10 If your complaint contains allegations relating to serious staff misconduct, which could include allegations of harassment, bullying or sexual misconduct, the University may determine that this should proceed directly to a Formal Investigation rather than attempting to resolve this through Early Resolution.
- 7.11 On receipt of a Formal Complaint which contains allegations of serious staff misconduct, the University will conduct a risk assessment which will determine what, if any, precautionary measures are appropriate to put in place whilst the investigation is ongoing. The risk assessment will be undertaken by the relevant Faculty or Directorate Head and Human Resources (HR). HR will provide support to the relevant Faculty or Directorate Head in relation to communicating the outcome of the risk assessment to the member(s) of staff named in the complaint.
- 7.12 The Faculty or Directorate Head will appoint the Investigator.
- 7.13 The University will endeavour to provide as much information as possible to you when communicating the outcome of your complaint, including whether or not your complaint has been upheld, partially upheld or not upheld and the reasons why. However, given that some elements of your complaint may include information that is personal to the member(s) of staff named in your complaint, the University may not be able to disclose full details of all aspects of the investigation, nor it is likely to be able to provide details of any ongoing disciplinary processes that may be taking place once your complaint has concluded.

- 7.14 The University is committed to working in line with the UUK guidelines for 'Changing the Culture: Sharing Personal Data in Harassment cases' published in August 2022.

Accompaniment and Representation

- 7.15 We want to work directly with our students to resolve concerns and for this reason we do not usually accept complaints from parents, family members or other third parties unless there are very specific reasons and we have your explicit consent. If you believe that you have exceptional circumstances, or you require reasonable adjustments, please inform the Complaint Handler for the respective stage of your complaint, as soon as possible.
- 7.16 If you are invited to attend a meeting about your complaint, you may be accompanied by one individual. For example, you may wish to be accompanied by a friend, family member, officer or staff member from the Kingston Students' Union, or by a Trade Union or professional association staff member, if applicable. The individual accompanying you will not be permitted to make representations, ask or answer questions on your behalf.
- 7.17 Representation by any third party will only be permitted where there is a compelling reason, for example, ill health and/or disability and if considered necessary by the Complaint Handler for the respective stage of the complaint (whose decision is final). In such circumstances, you will need to provide us with signed written consent for this representation.

Student Conduct and Vexatious and Fabricated Complaints

- 7.18 The University will treat you with respect and courtesy and we expect you to treat us in the same way. The University reserves the right to terminate a complaint investigation if your conduct is inappropriate and/or if we determine that your complaint has been fabricated or submitted vexatiously. Allegations of inappropriate behaviour or vexatious or fabricated complaints may lead to:
- the alleged misconduct being investigated under the Student Conduct and Behaviour Procedure. For professional courses, this may be considered under Fitness to Practise;
 - restrictions being applied to your contact with certain individuals or departments within the University;
 - a complaint being terminated or suspended.
- 7.19 If the University decides to terminate its consideration of your complaint, we will write to you explaining why we have done so and will issue you with a Completion of Procedures letter (see the section on what to do if you are not happy with the outcome of your complaint).

Independence

7.20 The University will ensure that members of staff investigating complaints at Stage 2 and Stage 3 of this Procedure are independent insofar as they have not had a previous involvement with the matters under investigation.

This Procedure was reviewed by the University in June 2023 and has been produced with reference to:

- Office of the Independent Adjudicator's (OIA) Good Practice Framework - Student Complaints and Academic Appeals.
- Office of the Independent Adjudicator's (OIA) Good Practice Framework - Delivering Learning Opportunities with Others.
- OfS E6 Condition of Registration
- UUK Changing the Culture: Sharing Personal Data in Harassment Cases.

Appendix 1 – Glossary

Expression	Meaning
Academic Registry/ Academic Registrar	Central team in the University. The Academic Registrar may nominate someone to act on his/her behalf.
Assessment Board	The academic body responsible for the overall assessment of students and for the standards of awards.
Assault	Assault of any kind is not ok. There are different forms of assault, and some may also constitute criminal offences or hate crimes: <u>Verbal assault</u> Verbal assault makes it an offence to use threatening, abusive, or insulting language with the intention of causing someone else alarm or distress. <u>Physical assault</u> Is any act by which a person intentionally or recklessly causes another to apprehend immediate unlawful violence or suffer. This definition includes battery, which is committed by the intentional or reckless application of unlawful force to another person. <u>Sexual assault</u> Sexual assault is a criminal offence. A person commits sexual assault if they intentionally touch another person, the touching is of a sexual nature, and the person does not consent. It involves all unwanted physical contact of a sexual nature and ranges from pinching, embracing, groping, and kissing, to rape (which involves penetration without consent).
Bullying	Bullying is offensive, intimidating, malicious or insulting behaviour, with the intention to undermine, humiliate, denigrate, or injure the recipient. Bullying can take the form of physical, verbal, or non-verbal conduct, either online or offline. Bullying may include: • Shouting at, being sarcastic towards, ridiculing, or demeaning others. • Physical or psychological threats. • Overbearing and intimidating levels of supervision. • Inappropriate and/or derogatory remarks about someone's performance. • Abuse of power by those in a position of authority. • Deliberately excluding someone from meetings or communications without good reason.

Collaborative Partner	An institution which is jointly or wholly responsible for delivery of a Kingston University award.
Complaint	In line with the sector ombudsman (The Office of the Independent Adjudicator ('OIA')) the University defines a student complaint as "an expression of dissatisfaction by one or more students about a university's action or lack of action or about the standard of service provided by or on behalf of the university".
Complaint Coordinator	This person will co-ordinate aspects of your complaint and may respond directly to you about the progress of your complaint. This is not the same as a Complaint Investigator who will be the person actually investigating your Complaint. The most up to date list of Complaint Co-ordinator contacts can be found here.
Complaint Handler	This will be the individual member of staff who will deal with your complaint at the early resolution stage of this Procedure (stage 1). You should liaise directly with a member of staff who is responsible for the delivery of the service that you are complaining about. This may also be a line manager if the complaint relates to the conduct of a member of staff. This person will aim to resolve your complaint so that you do not have to escalate it to the formal process.
Complaint Investigator	This is the member of staff who has been appointed to investigate your formal complaint (at stage 2).
Complaint Reviewer	This is the member of staff who has been appointed to review your complaint at stage 3.
Completion of Procedures	This is when the University determines that all stages of our procedures have been exhausted. You will be issued with a Completion of Procedures Letter which will enable you to take your complaint to the sector independent ombudsman the Office of the Independent Adjudicator.
Days	Unless otherwise stated a 'day' is normally a <i>University working day</i> , which is any day except weekends, bank holidays and the period between Christmas and New Year when the University's administrative offices are closed. This applies even when some areas of the University, such as libraries and learning spaces, are open.
Directorates	These are central University departments rather than Faculty departments.
Early Resolution (also known as Stage 1)	This is the first stage of this procedure where you are required to discuss your specific concerns with an appropriate member of staff to see if a resolution can be reached..

Fabricated Complaints	Complaints (or elements thereof) which have been invented or concocted (see also vexatious complaints)
Formal Complaint (also known as Stage 2)	This is the second stage of this procedure. If you are dissatisfied with the outcome at the early resolution stage (Stage 1) you may submit a formal complaint to the University using a Stage 2 Complaint Form.
Halls Licence	This is the legally binding contract between a student and the University for students living in University owned or managed accommodation.
Harassment	Harassment is unwanted conduct affecting the dignity of people in the work or study place, and where the comments are viewed as demeaning and unacceptable to the recipient. Harassment may be related to personal or protected characteristic of the individual such as age, disability, ethnicity, religion or belief, sex, or sexual orientation. The harassment may be ongoing or an isolated incident. Harassment may include: • Unwanted physical contact or “horseplay”, including touching, pinching, pushing, grabbing, brushing past someone, invading their personal space, and serious forms of physical or sexual assault. • Offensive or intimidating comments or gestures, or insensitive jokes or pranks. • Mocking, mimicking, or belittling a person’s disability. • Racist, sexist, homophobic, or ageist jokes. • Outing or threatening to out someone as gay, lesbian, bisexual, or trans. • Ignoring or shunning someone, for example, by deliberately excluding them from a conversation or a social activity. We follow the meaning given to harassment in section 26 of the Equality Act (2010).
Human Resources (HR)	Where there are allegations against a member of staff, the university will also need to take into account employment legislation, and policies and procedures such as staff disciplinary, and therefore the Human Resources department may advise faculties and directorates where appropriate.
Kingston Students’ Union Advice Service	A free, confidential and independent advice service for all Kingston University students, based primarily in the Kingston Students’ Union office at Penrhyn Road, providing support on a range of issues including complaints.

Kingston University Liaison Officer	This is a member of Kingston University staff who has been named as the contact between the University and a specific collaborative partner institution. You can find out who this person is by contacting your Course Leader.
Module Leader	This is a member of staff who is responsible for leading a specific module. You can find out who this person is by looking on Canvas or contacting the Information Centre.
Office of the Independent Adjudicator	The Office of the Independent Adjudicator (OIA) is the ombudsman for universities in England and Wales and conducts free reviews of student complaints.
Partner Liaison Officer	This is a member of staff at a partner institution who has been named as the contact between the partner institution and the University. You can find out who this person is by contacting your partner institution.
Personal Tutor	From the start of your degree you are assigned a personal tutor. Your personal tutor can give you guidance on studying, student life and career progression. Regular meetings with your personal tutor are a great opportunity to discuss issues and developments you experience during your course. They'll be on-hand to answer any questions about your academic studies and signpost you to further support. To find out who your personal tutor is contact the Information Centre.
Partner Institution	An institution which is jointly or wholly responsible for delivery of a Kingston University award.
Professional Staff	Professional staff are members of University and collaborative partner staff who mainly have responsibility for managing and leading administrative and business-related activities rather than academic ones. For example, staff in the Information Centre and in Academic Registry will be professional rather than academic staff.
Sexual Misconduct	Sexual misconduct is unwanted or attempted unwanted behaviour of a sexual nature and can include, but is not limited to: • Sexual harassment • Sexual assault (including rape) • Intimate partner violence • Grooming • Coercion or bullying with sexual elements We follow the meaning given to sexual misconduct given by the Office for Students.

Stage 1 Complaint (also known as Early Resolution)	This is the first stage of this procedure where you are required to discuss your specific concerns with an appropriate member of staff to see if a resolution can be reached.
Stage 2 Complaint (also known as a Formal Complaint)	This is the second stage of this procedure. If you are dissatisfied with the outcome to your Stage 1 complaint you may submit a formal complaint to the University using a Stage 2 Complaint Form.
Stage 3 Complaint (also known as a Complaint Review)	This is the third stage of this procedure. If you are dissatisfied with the outcome to your Stage 2 complaint you may submit a formal complaint to the University using a Stage 3 Form.
Vexatious complaint	A complaint that is falsely made; that is, it is not made in good faith or based on evidence and may have been made with the intent to cause harm or distress to those named in the matter.

APPENDIX 1**Policy/Regulation Detail Information**

Policy/Regulation owner	Academic Registrar (RASC)
Policy/Regulation Department owner	Academic Registry
Committee(s) responsible for review and approval	Regulatory Framework Committee
Version number	2026-2027.1
Periodic review frequency	Every six years
Last periodic review	2020-2021
Next periodic review	2026-2027