COMPLAINTS

1. Introduction

The Complaints Policy is detailed in the institution's Academic Regulations which are reviewed and updated annually. Last review 1st September 2024. For the avoidance of doubt any reference to student in the regulations is taken to include apprentices.

Complaints are defined as an expression of dissatisfaction with any individual, service or lack of service at the Institution, where a response is reasonably expected, and which has not already been resolved.

Employer Complaints follow the same process as students and are defined as an expression of dissatisfaction by an Employer with students or apprentices directly contracted and enrolled on a Program.

2. Overview

As detailed in the Learning Plan if either the apprentice or the employer has any concerns regarding the conduct of the apprenticeship programme, then they should get in touch with the main named contact at the provider as soon as possible.

In the event that either employer or apprentice have concerns or complaints/appeals regarding this apprenticeship these should be raised with the Program Director, Matt Wikeley, matt.wikeley@ashridge.hult.edu

Where the complaints/appeals cannot be resolved by the Program Director you should escalate this to the Associate Dean (Quality), Andrew Hyams, andrew.hyams@ashridge.hult.edu who will advise on the next steps of the Provider complaints/appeals process for employers and for apprentices.

Once a complainant has followed through the Hult process and have exhausted all channels completed and a Completion of Procedures (CoP) letter has been issued, if the apprentice is not happy with the outcome then they can appeal to the OIA (www.oiahe.org.uk) within 12 months of the date of the CoP letter for a review of the case.

Apprentices may also escalate a complaint to the Education & Skills Funding Agency's apprenticeship Service Support helpline on 0800 150 600 or helpdesk@manageapprenticeships.service.co.uk

3. Extract from Hult International Business School Academic Regulations

The following extract is taken from the latest published Academic Regulations.

11. Student Complaints

11.1. Scope

11.1.1. A student Complaint is defined as an expression of dissatisfaction by a student (or group of students) Enrolled on a Program with any individual, service or lack of service at the Institution, where a response is reasonably expected, and which has not already been resolved.

11.1.2. This Complaints Procedure and any decisions made under it do not give rise to legal rights or obligations on the part of the School to pay compensation in respect of a decision made according to these procedures or for a breach of these procedures.

11.1.3. The Complaints Procedure does not apply to:

- Academic Integrity Cases
- Academic Appeals and other matters of academic judgement
- Honor Code Violations and Disciplinary Action
- Staff grievances
- Anonymous complaints

11.2. Principles

11.2.1. Complaints are:

- Resolved informally if possible
- Considered in accordance with the School's policies
- Resolved or escalated promptly through the stages of the procedure, normally within 14 days at each stage

11.2.2. The School maintains reasonable confidentiality regarding the Complaint.

11.2.3. Where the same issue is raised by more than one student, the Complaint of the group of students may be considered as one Complaint if raised collectively, or at the discretion of the School. In such cases, in the Complaints Procedure, 'student' means the group of students.

11.2.4. Disciplinary action may be taken if the Complaint is malicious, frivolous or vexatious in intent or design, or a result of default or negligence.

11.3. Procedure

11.3.1. The procedure has four stages:

- Informal Stage
- Formal Stage
- Internal Review
- External Review

11.4. Informal Stage

11.4.1. Within a period of 14 days from the event which has caused the complaint, the student making the complaint needs to raise the matter with either:

- The faculty or staff member who is directly responsible for the cause of the complaint
- The head of the department that is responsible for the cause of the complaint

11.4.2. The member of staff or faculty discusses the complaint with the student and, with the student's consent, anyone else involved, to see if it can be resolved informally.

11.4.3. The outcome of the complaint is communicated to the student in writing.

11.4.4. Normally, complaints at this Informal Stage are dealt with within 14 days.

11.4.5. If a student is not satisfied with the outcome of the informal stage, the student may raise a formal complaint within 14 days of notification of the outcome.

11.5. Formal Stage

11.5.1. The student submits a written complaint, together with relevant evidence and/or a proposed solution.

11.5.2. The complaint is submitted to through the Concern, grievance and feedback form, available on myHult and Hult.edu. The receipt of the complaint is acknowledged in writing.

11.5.3. The complaint is considered by the procedural lead as appropriate (Campus Dean for complaints against Faculty, People and Culture for complaints against staff, Dean of Students for complaints against students and the President for complaints against the institution. Is the complaint is against the procedural lead, the person's line manager considers the complaint.

11.5.4. The Procedural Lead (or designee):

● Considers the evidence provided by the student

● Meets or corresponds in writing with the student, to understand the complaint and any proposed solution

● Investigates as appropriate to provide further evidence

11.5.5. The Procedural Lead (or designee) may consult with the student and other involved parties regarding potential solutions either individually or together.

11.5.6. The outcome of the complaint is communicated to the student in writing, together with the grounds for the decision.

11.5.7. Normally, complaints at this Formal Stage are dealt with within 14 days.

11.5.8. If the student is not satisfied with the outcome of the Formal Stage, the student may request an Internal Appeal within 14 days of notification of the outcome.

11.6. Internal Appeal

11.6.1. The student submits the request for an Internal Appeal together with valid grounds for dissatisfaction with the outcome of the Formal Stage to the Global Appeals Panel. Valid grounds are:

● Procedural error sufficient to affect the outcome of the complaint

● Substantive bias in decision-making in the complaint

● New evidence that was not available at the time of the complaint

● Insufficient remedy for a complaint that was upheld

11.6.2. The request for Internal Appeal of the complaint is acknowledged in writing.

11.6.3. The Global Appeals Panel reviews the complaint and the outcome of the Formal Stage, considering the complaint, evidence, and process by which it was handled.

11.6.4. The Global Appeals Panel may consult with the student and other involved parties regarding potential solutions either individually or together.

11.6.5. The outcome of the Internal Appeal may be to uphold the outcome of the formal stage or propose a revised outcome. The outcome of the internal appeal of the complaint is communicated to the student in writing, together with the grounds for the decision.

11.6.6. Normally, complaints at this internal appeal stage are dealt with within 14 days.

11.6.7. The decision of the Global Appeal Panel is final.

11.7. External Review

11.7.1. If the student is not satisfied with the outcome, internal procedures have been exhausted, and the student may seek an External Review of the outcome.

11.7.4. For Students Located in the UK

● After you have exhausted the complaint procedures made available by Hult International Business School, if your complaint has not been resolved, you may file a complaint with the Office for Independent Adjudicators for Higher Education (OIA). Please note, for OIA complaints, students are explicitly required to exhaust the institution's available complaint procedures before filing an OIA complaint.

● Receipt of an appeal outcome letter concludes the internal proceedings at Hult International Business School. As such, the outcome letter is considered your Completion of Procedures letter. If you are dissatisfied with the outcome you may be eligible to apply for a review to the OIA provided that the complaint you take to the OIA is eligible under its Rules.

● Should you decide to make a complaint to the OIA, your OIA Complaint form must be submitted to the OIA within 12 months of the date on the appeal outcome letter.

● Further information about OIA's complaint processes can be found here.

4. Monitoring and review

This policy is reviewed regularly and discussed with the Senior Leadership Team to ensure that it continues to meet all the necessary requirements of the organisation.

Review History

Date	Notes
February 2022	General Updates - Review and approval by SLT
May 2022	Review and approval by SLT  Signed by Mark Coleman: Chief Operating Officer
September 2022	Update of Academic Regulations 22/23 Review and approval by SLT  Signed by Mark Coleman: Chief Operating Officer
September 2023	Update of Academic Regulations 23/24 Review and approval by SLT  Signed by Mark Coleman: Chief Operating Officer
September 2024	Update of Academic Regulations 24/25 Review and approval by SLT

	Signed by Mark Coleman: Chief Operating Officer 
November 2024	Reviewed and updated in line with branding review for Hult International Business School and Hult Ashridge Executive Education.

About Hult International Business School

Hult International Business School is a global institution consisting of three distinct non-profit entities across the US and the UK.

Ashridge (Bonar Law Memorial) Trust is a UK charitable trust established by an Act of Parliament (Charity number: 311096). It is also registered with the UK Office for Students and holds UK degree awarding powers. Hult International Business School, Inc. is a public 501(C)3 non-profit incorporated in the Commonwealth of Massachusetts. It is accredited by the New England Commission for Higher Education and has US degree awarding powers. Hult International Business School, Ltd. is a registered charity in the United Kingdom (Charity number: 1092321). It is registered with the UK Office for Students and holds UK degree awarding powers.