

Hult Student Complaints

1. Scope

- 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.
- 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.
- 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.

2. Principles

- 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.
- 2.2. The School maintains reasonable confidentiality regarding the complaint.
- 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 'student' means the group of students in the Complaints Procedure.
- 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.

3. Procedure

- 3.1. The procedure has four stages:
 - i. Informal stage.
 - ii. Formal stage.
 - iii. Internal review.
 - iv. External review.

4. Informal Stage

- 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:
 - a. The faculty or staff member who is directly responsible for the cause of the complaint.
 - b. The head of the department that is responsible for the cause of the complaint.
- 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.
- 4.3. The outcome of the complaint is communicated to the student in writing.
- 4.4. Normally, complaints at this Informal Stage are dealt with within 14 days.
- 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.

5. Formal Stage

- 5.1. The student submits a written complaint, together with relevant evidence and/or a proposed solution.
- 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.
- 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). If the complaint is against the procedural lead, another similarly suited lead will be identified.
- 5.4. The Procedural Lead (or designee):
 - i. Considers the evidence provided by the student.
 - ii. Meets or corresponds in writing with the student, to understand the complaint and any proposed solution.
 - iii. Investigates as appropriate to provide further evidence.
- 5.5. The Procedural Lead (or designee) may consult with the student and other involved parties regarding potential solutions either individually or together.
- 5.6. The outcome of the complaint is communicated to the student in writing, together with the grounds for the decision.
- 5.7. Normally, complaints at this Formal Stage are dealt with within 14 days.
- 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.

6. Internal Appeal

- 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:
 - i. Procedural error sufficient to affect the outcome of the complaint.
 - ii. Substantive bias in decision-making in the complaint.
 - iii. New evidence that was not available at the time of the complaint.
 - iv. Insufficient remedy for a complaint that was upheld.
- 6.2. The request for Internal Appeal of the complaint is acknowledged in writing.
- 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.
- 6.4. The Global Appeals Panel may consult with the student and other involved parties regarding potential solutions either individually or together.
- 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.
- 6.6. Normally, complaints at this internal appeal stage are dealt with within 14 days.
- 6.7. The decision of the Global Appeal Panel is final.

7. External Review

- 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.
- 7.2. For Massachusetts (US) Residents and Online Students in Non-SARA Member States and Territories:
 - i. If you have a complaint or concern that has not been resolved by Hult International Business School, you may file a consumer complaint with Massachusetts Department of Higher Education (DHE) by using the [consumer complaint form](#). The DHE [consumer complaint form](#) should be used by students who are located in Massachusetts or Non-SARA Member States or Territories (e.g., California, Guam, etc.).
 - ii. Further information about DHE's complaint processes can be found [here](#).
- 7.3. For online students located in US SARA Member States and Territories:
 - i. After you have exhausted the complaints procedures made available by Hult International Business School, if your complaint has not been resolved, you may file a complaint with the DHE by using the [SARA complaint form](#). Please note, for SARA complaints, students are explicitly required to exhaust the institution's available complaint procedures before filing a SARA complaint.
 - ii. The DHE [SARA complaint form](#) should be used by students who are located in [SARA member states and territories](#). This includes all students who are located in SARA member states and territories, for the purposes of completing out-of-state learning placements, such as internships, practical, clinical experiences, etc. in SARA member states and territories outside Massachusetts.
 - iii. Additional information from the DHE's [SARA complaint website](#) is below:

- iv. Students must first attempt to resolve their complaint using the internal administrative procedures offered by the SARA institution;
- v. After all administrative remedies have been exhausted with the MA-SARA institution, the student may submit a SARA Complaint via the URL below;
- vi. The Department shall send a copy of the complaint to the institution that is the subject of the complaint;
- vii. Within 30 days of the date that the Department sends a copy of the complaint to the institution, the institution must provide a written response to the student and the Department.
- viii. Further information about DHE's complaint processes can be found [here](#).

7.4. For students located in the UK:

- i. 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 of the Independent Adjudicator 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.
- ii. 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.
- iii. 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.
- iv. Further information about OIA's complaint processes can be found [here](#).

7.5. For Students located in the UAE:

- i. If you have a complaint or concern that has not been resolved by Hult International Business School, you may file a complaint with Knowledge and Human Development Authority (KHDA) by using the [complaint against another party form](#).
- ii. Further information about KHDA's complaint processes can be found [here](#).