

PACE Student Complaints Procedure

About the complaints procedure

If you are unhappy with the experience you have received at PACE, the University has a Student Complaints Procedure for you to use in order to try and resolve the situation. All complaints are treated seriously and will be handled with due sensitivity.

We understand that it can be a stressful experience to submit a complaint and therefore we recommend that you seek support and advice before submitting your complaint. Depending on the circumstances of the complaint this could be from your Course Administration team or from the Student Support Team.

The University of Cambridge's [Student Complaints Procedure](#) can only be used by Registered Students, which includes PACE students pursuing a course of study leading to the award of a certificate, diploma or advanced diploma. Before making a complaint, students are asked to consult the procedure, read the explanatory notes on the procedure and are encouraged to seek support from an advisor of their choice.

The Student Complaints Procedure applies to a wide range of students throughout the University of Cambridge who are studying very different courses. Throughout the University guidance, students may be directed to College staff or Central University staff. PACE students are advised, instead, to contact their PACE Course Director, Head of Academic Centre Administration and/or the Student Support Team for support and advice. PACE students can also contact the [Cambridge University Student Union](#) for advice.

The University's Student Complaints Procedure has three stages: Local Resolution, Formal Resolution and Review. The Local Resolution Procedure, dealt with by PACE, is outlined below.

Local Resolution

It is important to voice concerns or to register the nature of a complaint as early as possible, as it often enables the problem to be resolved quickly and informally. It is expected that an issue will be raised within 28 calendar days of it occurring, to enable a swift resolution. Complaints or evidence submitted outside of this timeframe will not normally be accepted unless there is a valid reason for delay, which will be judged on a case-by-case basis.





Where appropriate, Complainants should raise their concerns with the responsible staff member. If the Complainant does not feel comfortable raising the matter with this person, then they should write to the Quality Assurance team (qa@pace.cam.ac.uk). The Complainant is asked to outline the reason for the complaint and include key events and dates and names and contact details of any witnesses who can corroborate the complaint. Any documentary evidence should also be provided, such as emails or witness statements. Please also include detail on what actions are requested to resolve the issue.

The case reviewer will acknowledge the complaint and consider the case, consulting with appropriate individuals, as required.

The case reviewer may invite the Complainant to a meeting as part of an investigation but is not obliged to hold such a meeting. If a meeting is held, the Complainant may be accompanied or represented by someone of their choosing.

Once the case reviewer has completed their investigations of the complaint, they will respond, in writing, and normally within 21 calendar days of its receipt. Where a response cannot be provided within 21 calendar days, the case reviewer will write to the Complainant within that period to indicate the reasons for delay and when a response is likely to be provided. The written response will inform the Complainant about the next stage of the Procedure.

The Office of the Independent Adjudicator for Higher Education (OIA)

If a student remains dissatisfied following completion of the University's internal formal review, appeals and complaints procedures, and after receipt of a completion of procedures letter, the student may be able to apply for a review of their complaint to the Office of the Independent Adjudicator for Higher Education (OIA). The OIA provides a statutory system of review by an independent national adjudicator, pursuant to the Higher Education Act 2004. The service is free to students.

Information about the service can be found at: <http://www.oiahe.org.uk> and on the [University Student Complaints website](#).

