SPECTRUM INTERNATIONAL UNIVERSITY COLLEGE	POLICY STUDENT COMPLAINT PROCEDURE (Ver. 2)
TECHNICAL COMMITTEE REVIEW DATE	26 JANUARY 2026
SENATE APPROVAL DATE	30 JANUARY 2026
INDICATIVE TIME OF REVIEW	WITHIN TWO (2) YEARS

1. Purpose

The purpose of this policy is to provide a fair, transparent, and accessible process for students to raise concerns or complaints about any aspect of their educational experience at Spectrum International University College (SIUC). SIUC is committed to resolving issues promptly, professionally, and without fear of disadvantage.

For programmes delivered in partnership with an external degree-awarding or validating body ("Partner University"), this policy also ensures that where a student remains dissatisfied after SIUC concludes its internal process, the student may access the Partner University's Stage 3 Request for Review mechanism as required by partner arrangements.

2. Scope

This policy applies to all registered SIUC students (Diploma, Undergraduate, Postgraduate, International) and covers complaints related to:

i. Academic matters (teaching quality, assessment issues)
ii. Administrative services
iii. Student welfare and support
iv. Facilities and resources
v. Interpersonal conflicts
vi. Staff behavior or conduct
vii. Hostel and accommodation matters
viii. Harassment, discrimination, or bullying
ix. Other aspects of student experience

Additional Note:

i. Academic appeals and disciplinary cases follow separate policies.
ii. Additional Note (Harassment and Sexual Misconduct): Complaints or reports involving harassment, sexual misconduct, sexual harassment, bullying, discrimination, or related safeguarding concerns may be treated as urgent and may be escalated immediately to the appropriate safeguarding/disciplinary route at SIUC. Where the programme is delivered to a Partner University, and where appropriate, students and/or partners may also bring such matters to Partner University in accordance with Partner University's procedures.

3. Policy Principles

SIUC follows these principles in handling student complaints:

i. Fairness and Natural Justice
All complaints will be handled impartially, with both sides given the opportunity to present their accounts.

ii. Accessibility
Students can lodge complaints easily via multiple channels.

iii. **Confidentiality**
Information is handled sensitively and shared only with those directly involved in resolving the matter.

iv. **Timeliness**
Complaints will be acknowledged and resolved as quickly as possible.

v. **Transparency**
Outcomes will be communicated clearly to the student.

4. How Students Can Submit a Complaint

Students may submit complaints through:

i. **Online Complaint Form (QR Code)**
Accessible via the Student Portal

ii. **Email of Written Submission**
Sent to:
- Centre of Student Affairs
- Registrar's Office
- Programme Leader

iii. **Walk-in Complaint**
Students may report concerns directly to CSA or to Programme Leaders, who will assist in documenting the case.

iv. **Emergency Complaint**
Safety or misconduct complaints (e.g., harassment) can be reported directly to CSA or security immediately.

5. Complaint Handling Procedure

5.1 **Safeguarding: Harassment and Sexual Misconduct (Urgent Handling and Partner Escalation)**

Primary Contact (Safeguarding/Initial Report): The Head of Counselling Unit, Centre of Student Affairs (CSA), is the designated first point of contact for reports and complaints relating to harassment and sexual misconduct. Students may report directly via CSA channels (email/walk-in/online form) and, where urgent safety concerns arise, may contact CSA/Security immediately.

SIUC treats reports of harassment and sexual misconduct as serious matters. Where a complaint includes allegations of harassment, sexual misconduct, sexual harassment, bullying, discrimination, or other safeguarding concerns, SIUC may bypass informal resolution and move directly to formal handling and/or the relevant disciplinary/safeguarding process, to ensure safety, timely action, and protection of all parties.

Where the programme is delivered in partnership with a Partner University, SIUC will confirm to the student (and, where appropriate, the partner) the escalation route to the Partner University. This includes enabling the student/partner to bring the matter to the Partner University in accordance with the Partner University's published procedures, particularly where the student remains dissatisfied at the conclusion of SIUC's process or where immediate partner notification is required by the partnership arrangement.

SIUC will provide the relevant Partner University contact point and required submission method when issuing the outcome letter or at an earlier stage where required for safeguarding or compliance purposes. The Head of Counselling Unit

(CSA) will coordinate communications and ensure the student is informed of the appropriate escalation route, in line with confidentiality and safeguarding requirements.

5.1 Stage 1: Informal Resolution (Optional)

Students are encouraged to resolve minor issues informally, where appropriate, by raising the matter with:

- Lecturer
- Programme Leader
- Counselor

Where the matter is resolved informally, the case will be closed with no further action required.

5.2 Stage 2: Formal Complaint Submission (SIUC)

If informal resolution is not possible, not appropriate, or does not resolve the concern, the student may submit a formal complaint.

i. Submission: Student submits formal complaints via the online form or by email/written submission.
ii. Acknowledgement: CSA acknowledges that receipt within **three (3) working days.**
iii. Logging and Assignment: Complaint is logged and assigned to an investigating officer.

5.3 Investigation

The investigating officer will, as appropriate:

i. Review documents, evidence, or communications
ii. Interview with the student
iii. Interview with the staff or witness (if required)
iv. Review CCTV or records (if applicable)

5.4 Decision and Outcome

A decision may be made by (depending on the nature of the complaint):

i. Counselor
ii. Programme Leader
iii. Registrar

For serious cases, the complaint may be escalated to:

i. Student Disciplinary Committee
ii. Executive Management Committee / Senate

Outcome Notification: The student will receive a written outcome that outlines findings, decisions, actions to be taken, and next steps / review rights.

Typical resolutions include:

i. Mediation
ii. Written apology
iii. Academic review
iv. Disciplinary action (for misconduct)
v. Welfare support referrals
vi. Faculty repair/adjustment

5.5 Appeal Process / Internal Review (SIUC)

A student may request an internal appeal/review of the Stage 2 outcome within fourteen (14) working days if one or more of the following applies:

i. New evidence is available
ii. Procedure was not followed
iii. Outcome is perceived as unfair

Appeals are reviewed by an internal panel such as: Registrar, Vice Chancellor, and/or Executive Director.

Important Note (Partner Programmes): For programmes delivered with a Partner University, SIUC's internal appeal completes SIUC's process, and dissatisfied students may then be eligible to access Stage 3 – Request for Review with the Partner University (see Section 5.6).

Important Note (SIUC-only Programmes): For SIUC-only awards (not partner validated/awarded), the internal appeal outcome constitutes the final stage of SIUC's complaint process.

5.6 Stage 3 - Request for Review (Partner University Programmes Only)

This Stage applies only to students enrolled in programmes delivered in partnership with an external awarding/validating body ("Partner University").

Where a student remains dissatisfied after SIUC concludes Stage 2 (including SIUC's internal appeal/review), the student may request a Stage 3 – Request for Review from the Partner University, in accordance with the Partner University's published complaints regulations.

This includes, where appropriate, complaints relating to harassment and sexual misconduct, subject to any safeguarding or disciplinary processes that may apply.

5.6.1 Grounds for Stage 3 Review

Stage 3 requests will normally be considered only on one or more of the following grounds (typical partner-university criteria):

1. Procedural irregularity – SIUC did not follow its published procedure properly.
2. Unreasonable outcome – the decision was not reasonable considering the circumstances and evidence.
3. New material evidence – evidence not available earlier for valid reasons, and which would have materially affected the outcome.

5.6.2 How a Student Submits Stage 3 (Partner University)

Students must use the Partner University's required method (e.g., Request for Review form and submission channel).

The request must be submitted within the timeframe specified by the Partner University (commonly 10 working days from the final outcome).

5.6.3 SIUC Responsibilities for Partner University Stage 3

When issuing a final outcome letter for a Partner University programme complaint, SIUC will:

1. Inform the student that SIUC's internal process has concluded.
2. Provide the student with instructions on how to access Partner University's Stage 3 process (contact point and submission method).
3. Confirm the deadline and required documentation to submit a Stage 3 request

5.7 Completion of Procedures (Partner University Programmes)

If the student does not submit a Stage 3 request within the Partner University's timeframe, SIUC may issue a "Completion of Procedures" notification confirming that SIUC internal procedures are complete and any further review must be pursued under the Partner University's Stage 3 process (where applicable).

6. Timeframes

SIUC aims to follow these indicative timeframes:

i. Acknowledgement : Within 3 working days
ii. Investigation : Within 14 – 21 working days (depending on complexity)
iii. Outcome issued : Within 7 working days after investigation
iv. Appeal decision : Within 14 working days

Partner University Stage 3 timeframe: Stage 3 timelines are determined by the Partner University; many partners require submission within 10 working days of the final outcome.

7. Confidentiality and Records

i. All complaint records are stored securely.
ii. Only authorized personnel may access them.
iii. Student identity is protected wherever possible

Records are kept for a minimum of 7 years.

8. Support for Students During Complaint Process

Students may receive support from:

i. Counsellor
ii. Programme Leaders
iii. International Student Department (for visa-related matters)

9. Review and Revision

This policy will be reviewed periodically to ensure continued relevance and effectiveness.

End of Documentation