



Higher Education Services Student Complaints Policy

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Higher Education Services Student Complaints Policy

1.0 Introduction to the FutureLearn Student Complaints Policy (The Policy)

1.1 FutureLearn is committed to providing all its Students with a high-quality higher education experience and welcomes feedback from its Students. We recognise that from time-to-time problems do arise and that Students may occasionally wish to express concern or dissatisfaction with aspects of the Services provided by FutureLearn. If any Student is dissatisfied, every reasonable attempt will be made to resolve the issue informally. Should any student wish to explore a more formal means of resolving their issue, FutureLearn operates this Policy (which outlines FutureLearn's procedure for raising and resolving Student Complaints and the roles and responsibilities of all parties within the process). We aim to use the feedback gathered from this procedure positively to help FutureLearn improve the Services which we offer and enhance the Student experience.

1.2 Students who are enrolled with OPM Partners are expected to refer Complaints about the services provided by that partner institution through its designated complaints policy or procedure.

1.3 Students will never be disadvantaged or treated less favourably if they raise a Concern or make a Complaint in good faith, regardless of the outcome.

1.4 Complaints will be handled sensitively and confidentially. Information will only be released to those who need it for the purposes of investigating and responding to a Complaint. To ensure a fair process, individuals named in a complaint will be made aware of the allegations to ensure that they have a proper opportunity to respond.

1.5 This Policy and the Procedure set out below are intended to be clear, transparent and fair to all parties. All Complaints which are made in good faith will be taken seriously and thoroughly investigated.

1.6 Anyone accessing this Policy and the Procedure, including all Staff involved in investigating and responding to complaints under this Policy should act reasonably and fairly towards each other in accordance with the terms of this Policy at all times.

1.7 Informal resolution will be promoted in as many cases as possible. It is generally in the interests of all parties to resolve any concerns expeditiously and without the need to escalate to a formal Complaint.

1.8 Students may submit individual or group Complaints as set out in this Policy. Anonymous Complaints will only be accepted at FutureLearn's discretion as set out in this Policy.

1.9 FutureLearn will use all reasonable endeavours to adhere to its published deadlines; where this might not be possible a Student will be kept informed and a revised deadline provided. The expectation is that any complaint process will normally be completed within 90 days of a complaint being made, with effect from Stage 1 of the procedure set out in the Policy being initiated.

1.10 FutureLearn will be accountable and will apologise if mistakes have been made or FutureLearn has fallen short of reasonable expectations. Where necessary, action will be taken to ensure such mistakes do not happen again. Complaints will be monitored and where problems are

identified, changes to practice will be effected. An annual report on complaints will be produced for the FutureLearn leadership team.

1.11 If what is being requested as an outcome is more than FutureLearn can reasonably provide or is not possible, FutureLearn will let a complainant know at an early stage.

1.12 Where Complaints are vexatious or frivolous, FutureLearn may terminate consideration of a Complaint. Please see paragraph 8.3 of this Policy for full information.

1.13 This Policy will be applied consistently throughout all FutureLearn facilities, and service areas.

1.14 This Policy is based on both the UK Quality Code for Higher Education, and the best practice outlined by the Office of the Independent Adjudicator for Higher Education (known as the "OIA") and is intended to comply with the expectations set by the Office for Students in its Condition of Registration C.5.

2.0 Scope of this Student Complaints Policy

2.1 This Policy applies to all Concerns and Complaints relating to the Services (as defined in this Procedure) provided by FutureLearn to its Students.

2.2 The Complaints Procedure set up by FutureLearn under this Policy comprises of three stages:-

2.2.1 Stage 1: an informal approach with emphasis on conciliation and local resolution;

2.2.2 Stage 2: a formal procedure which may include mediation; and

2.2.3 Stage 3: a request for a review of stages 1 and 2 (an appeal stage).

2.3 This Complaints Procedure is for all Students registered with FutureLearn as defined in this Policy. A Student who wishes to make a Complaint must invoke Stage 1 (the informal stage) within three calendar months of any alleged incident which is the cause of the Complaint. Students who have left FutureLearn either through completion of studies or who have withdrawn for any other reason, or deferred or interrupted their studies may invoke this procedure within three calendar months following the termination of their studies.

2.4 Students may raise issues which may also be covered by different FutureLearn policies and/or procedures – for example a related appeal against an academic misconduct decision when pursuing a Complaint under this Policy. In these circumstances FutureLearn will have discretion to decide how to progress matters in the best interests of all parties involved. This may involve deciding which matter should take precedence or whether interlinked matters can be considered together under one policy and/or procedure.

2.5 Complaints can be wide-ranging and might include, but not be limited to:

2.5.1 teaching and supervision;

2.5.2 unfair treatment or inappropriate behaviour by a staff member;

2.5.3 misleading or incorrect information;

2.5.4 the quality and standard of any service that FutureLearn provides or its failure to provide that service;

2.5.5 dissatisfaction with FutureLearn's policies and or procedures;

2.5.6 Disputes in relation to the payment to FutureLearn of all or part of course fees due from a Student for their Programme of studies including steps taken by FutureLearn to recover course fees against a Student in the event of non-payment.

2.6 There are issues that cannot be considered through this Procedure. These include:

2.6.1 A Complaint about a Student's behaviour or appeals by a Student regarding decisions taken under FutureLearn's Student Disciplinary Procedures. Such issues would be dealt with under FutureLearn's [Student Disciplinary Procedures](#);

2.6.2 Complaints about academic decisions made regarding progress or awards including appeals against the decisions of the FutureLearn Academic Board. These decisions are academic appeals and will be dealt with under FutureLearn's [Academic Appeals Procedure](#) and any Student who disagrees with an academic decision can access the relevant procedures for any review of an academic decision;

2.6.3 Those matters which are currently being considered by the Office of the Independent Adjudicator for Higher Education (OIA), a court or tribunal;

2.6.4 Routine first time requests for information;

2.6.5 A request under the Freedom of Information Act or the Data Protection Act 2018;

2.6.6 A request for an explanation of a policy, procedure or practice;

2.6.7 Complaints made by applicants regarding admissions decisions;

2.6.8 Complaints about bullying, harassment and victimisation;

2.6.9 An attempt to have a Complaint reconsidered where FutureLearn has completed its procedures or the complainant has entered another of FutureLearn's procedures regarding the same or similar matter;

2.6.10 Complaints from Staff. Such complaints would be dealt with via FutureLearn's HR Procedures.

2.6.11 Complaints from students enrolled with OPM Partners about the services provided by that institution and students enrolled on short courses (without accreditation), ExpertTracks and microcredentials (without university credits).

2.7 The above list is not exhaustive.

3.0 Students Studying on Courses from OPM Partners

3.1 Students who are enrolled on a course delivered by OPM Partners should refer complaints to the OPM Partners directly under their student complaints policy or procedure and are not eligible to be considered under this Policy and Procedure.

4.0 Right of Complaint to, or to Seek a Review by, FutureLearn's Awarding Body

4.1 FutureLearn is responsible for the design, delivery, and day-to-day management of programmes and courses delivered to its Students. The Awarding Body is strictly responsible for the academic quality assurance of FutureLearn courses and programmes and for awarding final qualifications to Students.

4.2 Students have a right to complain to the Awarding Body or seek a review as follows:

4.2.1 Any Complaint in relation to any services or decisions made by the Awarding Body should be referred to the Awarding Body directly under its applicable policies or procedures. If a Student wishes to Complain but is unsure of the correct process they should contact the Academic Registrar who will be able to advise them.

4.2.2 Any Complaint regarding the Services provided by FutureLearn must first be referred by a Student to FutureLearn under this Policy and Procedure. If following the completion of FutureLearn's Complaint Procedure the Student remains dissatisfied with the outcome, they can request a Stage 3 Review of that outcome by the Awarding Body as set out in paragraph 11.11 of this Policy. A Student is expected to request a Review by the Awarding Body within one calendar month of receiving written notification from FutureLearn of the completion of their Complaint.

5.0 Support through the Student Complaints Procedure

5.1 During all stages of this Procedure, a Student may be accompanied to meetings by a member of:-

5.1.1 FutureLearn; usually either a member of Staff, or a fellow Student;

5.1.2 only in exceptional circumstances and by prior agreement may a Student be accompanied by someone who is external to FutureLearn; and

5.1.3 the role of the person supporting a Student is to offer support and advice and not to formally represent the Student or act as their advocate.

5.2 Additional support for Students requiring reasonable adjustments is set out in paragraph 15 of this Procedure.

6.0 Definitions

6.1 In this Procedure all references to a post holder at FutureLearn should also be read as referring to any person (including external parties) to whom the roles and responsibilities of that post holder have been delegated.

6.2 In this Procedure the following terms are used:

6.2.1 AWARDING BODY – means the partner institution identified in a Student's offer which operates as an awarding body, that is responsible for providing the final academic award

and ensuring that the Student's programme, designed and delivered by FutureLearn, meets certain academic standards.

6.2.2 CONCERN - a concern is an informal oral or written expression of dissatisfaction about the standard of a service (as defined in this Policy) or facility, provided by or on behalf of FutureLearn, by a Student.

6.2.3 COMPLAINT - a complaint is a formal expression of dissatisfaction about the standard of a service or facility provided by or on behalf of FutureLearn or any action or lack of action by FutureLearn by a Student. A Complaint must be made in writing, following the process set out in this Procedure. While this may include complaints about the quality of academic delivery it is not a procedure for seeking a review of decisions made by an academic body charged with making decisions on Student progress, assessment and awards. An academic appeal must be made in writing, following the process outlined in [Academic Appeals Procedure](#).

6.2.4 OPM PARTNERS – means Brunel University of London and the University of Roehampton.

6.2.5 The Office of the Independent Adjudicator (OIA) - the OIA is an independent body set up to review individual student complaints against colleges and universities in England and Wales. Current or former students may only take their complaint to the OIA once the University's internal complaints procedures have been exhausted and a Completion of Procedures letter has been issued. The OIA must receive a completed Scheme Application form within twelve months of the date of the Completion of Procedures letter.

6.2.6 PROCEDURE - means this Student Complaints Procedure.

6.2.7 SERVICE – means the delivery of teaching and learning by FutureLearn in relation to a Student's programme of study where applicable and any related provision of teaching and learning facilities and support whether access to those services is provided digitally or physically. The service will be delivered virtually and/or face to face where applicable. The delivery of such services by OPM Partners to students enrolled with the OPM Partners and students enrolled for short courses (without accreditation), ExpertTracks and/or microcredentials (without university credits) are not covered by this Policy.

6.2.8 STAFF – means an employee of FutureLearn.

6.2.9 STUDENT – a reference to a Student or Students means current registered students of FutureLearn or a former registered student of FutureLearn who completed their studies within a period of 3 months of their Complaint. It does not include students studying at OPM Partners who are expected to refer complaints about the quality and delivery of their courses to the OPM Partners directly nor does it cover students enrolled for short courses (without accreditation), ExpertTracks and/or microcredentials (without university credits).

7.0 Student Complaints Procedure

Before Making a Complaint

7.1 A Student must take reasonable steps to address their Concerns informally before submitting a Complaint.

7.2 Avenues a Student should consider before making a Complaint include:-

- (a) Discussing any concern directly with the Staff member responsible for the Service with which they are dissatisfied;
- (b) discussing the issue with their Programme Leader;
- (c) discussing the issue with FutureLearn's Student Services Team Leader;
- (d) speaking to a senior member of FutureLearn's Staff ;
- (e) recording their concern in the next available FutureLearn student feedback survey; and Student Hub

7.3 Any Student wishing to disagree with an academic decision (i.e. progression from stage to stage, award of credit, decisions relating to academic misconduct penalties and decisions relating to mitigating circumstances) should be submitted as an academic appeal by following the process outlined in FutureLearn's [Academic Appeals Procedure](#) or the procedure of the partner institution where the Student is studying on a course delivered by OPM Partners.

8.0 Unreasonable Behaviour and Vexatious Complaints

8.1 FutureLearn expects all participants using this Procedure to act with respect towards any other party/parties and in line with its applicable codes of conduct for Staff and Students. Where the behaviour of a Student/complainant or their representative becomes unreasonable and adversely affects the ability of Staff to carry out their duties, FutureLearn reserves the right to restrict contact with the Student/complainant and if appropriate, invoke its disciplinary procedure. Wherever possible FutureLearn strives to allow the Complaint to progress to completion.

8.2 Examples of unacceptable behaviour might include:

8.2.1 Aggressive or abusive behaviour. This could include the threat or use of physical violence, verbal abuse or harassment towards staff. This is likely to result in the ending of all direct contact with the complainant and could result in a report being submitted to the police.

8.2.2 Unreasonable demands. This includes instances where a complainant continues to demand responses being provided within an unreasonable time-scale; insists on seeing or speaking to a particular member of Staff; makes continual contact; repeatedly changes the substance of the Complaint or raises unrelated Concerns.

8.2.3 Unreasonable persistence. This could include a persistent refusal to accept a decision made in relation to a Complaint; persistent refusal to accept explanations relating to what can or cannot be done about the Complaint; and continuing to pursue a Complaint without presenting any new information.

Vexatious or Frivolous Complaints

8.3 FutureLearn regards Complaints to be vexatious or frivolous where:

- (a) the Complaint does not have any serious purpose or value or is not serious or sensible in attitude;

- (b) is designed to cause disruption or annoyance or gives rise to disproportionate inconvenience or expense;
- (c) has the effect of harassing any of FutureLearn's Staff, or can be fairly characterised as obsessive or unreasonable;
- (d) it is reasonable to assume that there is no intention for the complaint to be seen as serious or sensible but not to the extent that it can be considered vexatious or malicious.

8.4 If the investigation of a Complaint reveals the Complaint to be vexatious or frivolous in nature, FutureLearn reserves the right to dismiss the Complaint and to take disciplinary action against the Student. A Student will be notified of this decision in writing and will be issued with a Completion of Procedures letter.

9.0 Stage 1 – Informal Complaint

9.1 In the event that a Student cannot resolve their Concern directly they should complete the FutureLearn Student Complaint Form attached at [Appendix 1](#) to this Procedure and set out the form of resolution sought and then submit it to the Student Services team within the timescales set out in paragraph 2.3 of this Procedure. Except in exceptional circumstances FutureLearn will not exercise its discretion to extend the period for bringing a Complaint at a later stage.

9.2 The Student Services Team Leader will meet with all parties and make every effort to facilitate a mutually satisfactory resolution. In any event a Student will usually receive a full response to their Complaint within 14 (fourteen) calendar days. FutureLearn reserves its rights to make reasonable extensions to this timetable (including to take account of vacation periods) and the Student will be notified.

9.3 If a complaint relates to the Student's tutor or course leader and direct resolution is not appropriate then the Complaint will be referred to the student support team who has had no previous involvement to meet with all parties and make every effort to facilitate a mutually satisfactory resolution. In any event a Student will usually receive a full response to their Complaint within 14 (fourteen) calendar days. FutureLearn reserves its rights to make reasonable extensions to this timetable (including to take account of vacation periods) and the Student will be notified.

10.0 Stage 2 - Formal Complaint

10.1 If, after having tried to resolve the matter through Stage 1 – Informal Complaint a Student remains dissatisfied, they should initiate Stage 2 – Formal Complaint by using the FutureLearn Student Complaint Form provided at [Appendix 1](#) within 14 (fourteen) calendar days of the completion of Stage 1 of this Procedure. In addition to information provided at Stage 1 the student should explain the steps taken at that stage and why they remain dissatisfied as set out in the FutureLearn Student Complaints Form. They should email the completed FutureLearn Stage 2 Student Complaint Form, and any supporting evidence to the Student Services Team at: quality@futurelearn.com.

10.2 Within 5 (five) calendar days a member of the Student Services Team will respond to a Student to acknowledge receipt of their Complaint and advise any member(s) of Staff concerned,

through their line manager and in writing, that a complaint has been received and the substance of that Complaint.

10.3 If a Student has not taken steps to address the issue informally, the Student Services Team may advise this as a first course of action and offer a referral into Stage 1 of this Procedure or support in facilitating mediation where appropriate.

10.4 If a Student has already taken reasonable steps to informally resolve the issue, and has completed Stage 1 of this Procedure then the Student Services Team will notify the Student of the appointment of a member of FutureLearn who is independent of the parties and matters raised by the Complaint and has not previously been involved who will act as Investigating Officer and consider the associated evidence, written or otherwise, and hold such discussions as deemed appropriate. To this end, Students and Staff may be asked to provide any documentary evidence relevant to a Complaint or give written evidence. All parties must be given at least 7 (seven) calendar days' notice in which to provide evidence or before any meeting to which they may be invited. An earlier meeting may be arranged with the agreement of all parties.

10.5 Following their investigation, the Investigating Officer will report their findings to the Head of Programmes appointed by the Student Experience Team, and who has had no previous involvement, alongside a recommendation as to an appropriate remedy or redress if required. The FutureLearn Senior Manager will consider the report and recommendations, and write to the Student within 14 days of receiving the report, to inform them as to:-

10.5.1 whether their Complaint has been upheld, partially upheld or not upheld;

10.5.2 the reasoning behind this decision;

10.5.3 the action that will be taken as a result of the decision; and

10.5.4 make them aware that they can seek a review of their decision under Stage 3 of this Procedure if they remain dissatisfied with the outcome of Stage 2.

10.6 In the event that the FutureLearn Senior Manager decides to uphold any Complaint in all or in part they will make any recommendations regarding the substance of any Complaint including any required remedial action and/or compensation. FutureLearn would normally expect to conclude its Stage 2 Procedure within 40 (forty) calendar days subject to complexity of the subject matter of the Complaint, availability of relevant parties and any vacation periods. If FutureLearn cannot reasonably conclude its Procedure within that period it will notify the Student of its progress along with a revised timetable for completing this stage.

11.0 Stage 3 – Request for Review of Complaint Decision

11.1 If a Student does not consider that their Complaint has been resolved by the outcome of Stage 2 of this Procedure then the Student may request that the Stage 2 Decision is reviewed under Stage 3 of this Procedure.

11.2 The request for Review at Stage 3 must be made by the Student in writing to the Academic Registrar at registry@futurelearn.com within 14 (fourteen) calendar days of receiving the Stage 2 Decision or any correspondence confirming the outcome of any resolution undertaken under Stage 2. The request should set out why the outcome of Stage 2 does not resolve the complaint. No new evidence can be introduced at this point.

11.3 The grounds for seeking a review at Stage 3 are:

11.3.1 the relevant procedures were not followed during the Stage 2 process; and/or

11.3.2 there is evidence of bias or apparent bias in the decision making at Stage 2 of the process; and/or

11.3.3 the outcome at Stage 2 was unreasonable in light of the evidence submitted; and/or

11.3.4 new evidence has been provided which would have had a material impact on the Stage 2 decision which was unavailable at an earlier stage or which the student has given good reasons for not supplying earlier.

11.4 The Academic Registrar will consider a Student's grounds for seeking a review and evidence provided and decide whether they meet the stated grounds set at paragraph 9.3 of this Procedure and whether the request for review has been received within the time limits set at paragraph 9.2 of this Procedure.

11.5 If the Academic Registrar decides that the request for review has not been received within the required time limits set by this Procedure or that the grounds for review submitted do not meet the grounds required under this Procedure then the Academic Registrar will write to the Student within 7 (seven) calendar days of receipt to advise that the request for review has been rejected, setting out the reasons for that decision and notifying the Student that the original decision appealed against will stand.

11.6 In the event that a decision is made at paragraph 11.5 of this Procedure there will be no right of appeal against this decision and the Academic Registrar will issue a Completion of Procedures letter within 14 (fourteen) calendar days of coming to this decision. This letter will state the decision not to uphold the appeal, and the reasoning. This will conclude FutureLearn's Procedure but will give the Student their right to refer the matter to the external ombudsman for higher education, the Office of the Independent Adjudicator ("OIA"). Any request for review must be received by the OIA within 12 months of the date of the Completion of Procedures letter as set out in paragraph 12.3 below.

11.7 If the request for a review is accepted by the Academic Registrar then it will be acknowledged within 7 (seven) calendar days and the student notified of its referral to the Director of Academic Affairs of FutureLearn for review. The Director of Academic Affairs of FutureLearn will conduct a review of the Stage 2 Decision and advise the Student in writing of the outcome of the Stage 3 Review within 14 (fourteen) calendar days. The Stage 3 Decision of the Director of Academic Affairs of FutureLearn will be final.

11.8 A review by a Director of FutureLearn at Stage 3 of this Procedure will be a review and not a re-hearing.

11.9 The outcome of the Stage 3 Review could include the original Stage 2 Decision being upheld, partially upheld, overturned. If a Stage 2 Decision is overturned the complaint may be remitted back to Stage 2 for a fresh reconsideration.

11.10 The Stage 3 outcome will conclude the FutureLearn internal Procedure and there will be no further right of appeal or review within FutureLearn.

11.11 In the event that the Complaint relates to academic standards or quality and the Student remains dissatisfied with the outcome, they can request a Stage 3 Review of that outcome by the Awarding Body subject to meeting the grounds for review required by the Awarding Body under its

Procedure. A Student is expected to request a Review by the Awarding Body within one calendar month of receiving written notification from FutureLearn of the completion of their Complaint. In the event that a Student is unsure of the correct process they should contact student support who will be able to advise them.

12.0 Outcomes of the Student Complaints Procedure

12.1 Where a complaint refers to a member of FutureLearn Staff, the outcome of the complaint and reasoning will be shared with all parties concerned and line managers of the relevant FutureLearn Staff member.

12.2 Following the conclusion of FutureLearn's Procedure a Completion of Procedures letter must be issued by the Academic Registrar of FutureLearn within 14 (fourteen) calendar days of the completion of all internal processes relating to a complaint.

12.3 Should a Student still be dissatisfied following the issue of the Completion of Procedures letter, they may raise their complaint with the Office of the Independent Adjudicator ("OIA"). Any request for review must be received by the OIA within 12 months of the date of the Completion of Procedures letter.

12.4 Information on how a Student can complain to the OIA, including eligibility criteria, can be found at: <https://www.oiahe.org.uk/students/>. A Student will normally need to have been issued a Completion of Procedures Letter, notifying them that the internal procedures of the University have been completed, before they can submit a complaint to the OIA.

13.0 Complaints Against Staff

13.1 Complaints by Students about FutureLearn Staff must be handled by an individual independent of the Staff member involved, to avoid a conflict of interest. The student support team must consider any conflicts of interest and arrange for an alternative Staff member to lead the investigation. Alternatively, it may be appropriate to appoint an external party to FutureLearn to investigate.

13.2 It is also FutureLearn's duty to ensure that all Staff are treated fairly throughout this Procedure. Therefore, any Staff member has the right to be supported through this Procedure, and to be advised of any Complaint made against them at the outset and to have access to any evidence presented in support of any Complaint as well as the right to reply to that Complaint at any stage of this Procedure.

13.3 If a Complaint made against a Staff member under this Procedure is of a disciplinary nature or raises allegations which are better suited to a disciplinary investigation then FutureLearn may decide that this Procedure is suspended until the disciplinary matter has been concluded. If a case is considered sufficiently serious or is proven against a member of Staff this will be referred to FutureLearn's human resources team to decide whether further investigation should take place under its human resources procedures.

14.0 Complaints Involving Criminal or Other Proceedings

14.1 If at any stage in the handling of a Complaint under this Procedure FutureLearn is informed that any of the matters that are the subject of a Complaint have been referred to the police or are the subject of police investigation or are the subject of criminal or other proceedings then FutureLearn may decide to suspend any further action under this Procedure pending the outcome of those processes. On being notified of the conclusion of any police investigation or criminal or other proceedings FutureLearn will then decide whether it is appropriate to continue with any action under this Procedure.

15.0 Reasonable Adjustments and Support

15.1 FutureLearn complies with its obligations to its students under the Equality Act 2010 by putting in place reasonable adjustments to ensure that students who have protected characteristics under the Equality Act 2010 are not treated less favourably.

15.2 In the case of Students with additional needs due to their protected characteristics under the Equality Act 2010, reasonable adjustments can be made to prevent placing them at a disadvantage. This may include holding meetings by Zoom, MS Teams, video conferencing, telephone conferencing or other appropriate means. Anybody who may require assistance in making their complaint should discuss their needs with the FutureLearn Student Support Team Leader and they will then seek to refer the Student to appropriate support. Students studying at partner institutions on courses validated by FutureLearn should refer to their institution's specific procedures for support.

15.3 If a Student finds that this Procedure or the details of the Complaint itself have caused them to feel anxious or stressed, they may wish to contact FutureLearn for additional support at any stage in the process. Support might also include: helping to find the right words to explain your concerns as clearly as possible; explaining how this Procedure works and helping to decide whether this course of action is the best way of resolving Concerns; providing support at any meetings attended in relation to a formal Complaint.

16.0 Confidentiality

16.1 FutureLearn will process all personal information in accordance with its Data Protection Policy.

16.2 Any Complaint raised by a Student will be treated with appropriate confidentiality. However, it may be necessary to discuss a complaint with Staff or other Students in order to properly investigate that Complaint or implement the outcomes of that Complaint.

16.3 In the event that the confidentiality of any Complaint under this Procedure is breached by a member of Staff or a Student then FutureLearn reserves the right to refer any breach for consideration under its disciplinary procedures.

17.0 Group Complaints

17.1 If a number of Students wish to submit a group Complaint they will be required to nominate one Student to act as a spokesperson and to lead any communication with FutureLearn under this Procedure. The Student Complaint Form must be completed and signed by that nominated Student and a document attached containing the names, details and signatures of the other Students who are seeking to support the Complaint. The evidence submitted to support the Complaint must be agreed by the group of Students and provided with the Student Complaint Form. No additional evidence will be accepted after submission of the Student Complaint Form unless there are exceptional grounds.

17.2 Where a Student is party to a group Complaint under this Procedure FutureLearn will not accept an individual Complaint from that Student in relation to the same matter(s).

18.0 Third Party Complaints

18.1 FutureLearn will not usually accept any Complaint made on behalf of a Student from another party because there will be need to receive direct evidence from a Student. However in limited circumstances FutureLearn may accept a complaint from a third party if there are circumstances such as illness or other unforeseen factors. In these limited cases a signed statement by the Student confirming their authority must be sent to FutureLearn as part of their Complaint. This includes Complaints made by a parent, spouse or guardian or partner of a Student.

19.0 Anonymous Complaints

19.1 Complaints received from an anonymous source will be given consideration at FutureLearn's discretion. FutureLearn encourages any Student to raise a concern without fear of suffering any disadvantage but a Complaint made anonymously could impede any investigation and communication of the outcome. FutureLearn will only exercise its discretion to accept anonymous Complaints in exceptional circumstances. In exercising discretion FutureLearn will take account of the following factors:

- 19.1.1** the seriousness of the Complaint;
- 19.1.2** the likelihood of confirming the allegation from attributable sources;
- 19.1.3** whether enough information has been provided to enable any further action;
- 19.1.4** whether anonymity can reasonably be maintained;
- 19.1.5** whether resolution can be found through an informal process.

20.0 Fee Liability

20.1 A Student will remain liable for tuition and other fees due and payable to FutureLearn for the delivery of its Services even if a Complaint is made by way of this Procedure unless a specific decision is taken under this Procedure to suspend that requirement pending the determination of a Complaint or the outcome of any Complaint holds that a Student should not be liable for all or any part of those fees.

21.0 Monitoring Concerns

21.1 It is important that FutureLearn monitors all concerns raised by Students and responds proactively where appropriate. In particular, even ostensibly minor Concerns, when reported by multiple Students, should be properly considered and investigated.

21.2 Any Concerns which have been raised independently by more than one Student should be discussed by FutureLearn's senior leadership team, who will monitor the situation and take action as appropriate.

21.3 Overall responsibility for this Procedure is delegated to the Director of Academic Affairs.

Appendix 1

Student Complaint Form

In order to make a Student complaint, please email this form, once complete, to quality@futurelearn.com.

Personal details	
Name	
Student number	
Email address/telephone number	

Your complaint

Issue raised Please list the specific issues which you would like investigated.
Action already taken Please describe any action you have already taken, with dates, to try and address this complaint (for example, speaking to a member of FutureLearn staff, approaching your Personal Tutor, utilising the FutureLearn Feedback Questionnaire or other feedback tool). You must take reasonable steps to address your concern informally before making a formal complaint. If you require support or guidance, e-mail Student Support at: studentservices@futurelearn.com .
Associated evidence Please list the evidence which you are submitting in support of your complaint (you should attach the evidence to the email in which you file your complaint). For example, you can attach emails and other documents, video files and other supporting evidence. You should also set out dates and times of meetings, with any agreed actions and if any FutureLearn policy or procedure is relevant please refer to it.

<p>Declaration</p> <p>I declare that the information given in this form is true to the best of my knowledge and that I would be willing to answer further questions relating to it if necessary.</p> <p>I authorise representatives of FutureLearn to consider the evidence submitted alongside this complaint, and any other relevant information held by FutureLearn, to the extent necessary for the consideration of my complaint.</p> <p>I understand that any documentation that has implications for third parties may also be shared with those third parties in the interests of natural justice.</p>	
Name (print)	
Signature	
Date	