



“Enabling Students to Accomplish their Academic Goal”

Complaint and Appeals Policy and Procedure

DOCUMENT CONTROL

Policy Number: CAP3

Version: 4.0

Date: March 2026

Owner: Head of Quality and Operations

Approved by: Board of Directors

Next Review: March 2027

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March 2026

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1. Introduction

Bellmont College provides a supportive, inclusive and high-quality educational environment in which students are treated fairly, respectfully and transparently throughout their academic journey. Belmont College recognises that students need clear and effective routes for raising concerns, complaints and appeals without fear of disadvantage, reprisal or unfair treatment.

Bellmont College currently works with Liverpool Hope University under collaborative partnership arrangements and is seeking Office for Students approval for its own funding arrangements. These current and developing arrangements mean that some academic, quality assurance, student protection and awarding body responsibilities are shared or routed through Liverpool Hope University, while Belmont College retains local responsibility for clear communication, student support, case records, implementation and governance oversight within Belmont College's responsibilities.

Future regulatory or funding developments may result in changes to Belmont College's arrangements, including the way in which funding, student protection, academic oversight, external review routes or partnership responsibilities operate. Belmont College manages such developments carefully and transparently, with the protection of student interests, continuity of study, academic standards and access to fair complaint and appeal routes at the centre of any transition.

This policy recognises the diversity of Belmont College students, including mature learners, students returning to education, students from minority ethnic communities, migrants, disabled students, students with caring responsibilities, and students balancing work, family and study. The procedure is therefore designed to be accessible, understandable and supportive for students with different circumstances and needs.

This policy is supported by *(QGP1 Belmont College Quality Handbook)* and *(CAP2 Belmont College Consumer Protection Policy and Implementation Framework)*.

2. Purpose of the Policy

The purpose of this policy is to provide a fair, transparent, accessible and effective framework for handling student complaints and appeals about the outcome of complaints. It explains how concerns are raised, considered, investigated, reviewed and resolved, and how outcomes are used to improve Belmont College practice.

This policy helps students, applicants and other eligible complainants understand how to raise concerns, what information to provide, who considers the concern, what timescales normally apply, and what external routes may be available once the appropriate internal procedure has been completed.

The policy supports Belmont College's responsibilities for student protection, academic quality, consumer protection, equality of opportunity, safeguarding, data protection, governance accountability and continuous enhancement. It encourages early resolution wherever appropriate while preserving the right to a formal review where informal action does not resolve the concern.

3. Scope and Application

This policy applies to students enrolled on programmes delivered by Belmont College, former students where the matter relates to their period of study, applicants where the complaint concerns admissions, recruitment or applicant information, and

other individuals or organisations where Belmont College confirms that the matter falls within the scope of this procedure.

This policy applies to complaints relating to teaching delivery, academic support, pastoral support, admissions and recruitment processes, student services, operational or administrative services, facilities and resources, communication, procedural fairness, institutional conduct and standards of service provided by Belmont College or on behalf of Belmont College.

This policy also applies to matters arising within collaborative provision delivered with Liverpool Hope University, subject to any partner or awarding body regulations that apply. Where the matter is more appropriately handled through Liverpool Hope University procedures, Belmont College explains the route, supports the student to understand the process and provides relevant local records where appropriate.

Employment matters involving staff are handled through staff procedures. Matters subject to active legal proceedings, matters previously determined under another competent process, vexatious or malicious submissions, and matters outside Belmont College's control may be excluded, paused or redirected to another procedure where this is reasonable and proportionate.

4. Regulatory and Legal Framework

Belmont College applies the following regulatory and legal framework to complaint and appeal handling:

Requirement	Relevance to this policy
Office for Students Conditions B1-B5	Academic experience, support, student outcomes, assessment, awards and sector-recognised standards.
Office for Students Conditions C1/C5, C2, C3 and C4	Consumer protection, fair treatment, complaints scheme cooperation and student protection requirements.
Office for Students Condition E6	Harassment and sexual misconduct arrangements affecting students.
Higher Education and Research Act 2017	Statutory basis for higher education regulation in England.
UK Quality Code for Higher Education	Fair, transparent and accessible complaints and appeals processes used for enhancement.

Competition and Markets Authority expectations for higher education providers	Clear information, fair terms, complaint handling and proportionate remedies.
Consumer Rights Act 2015 and Consumer Contracts Regulations 2013	Fair contractual terms, transparent pre-contract information and remedies for students.
Office of the Independent Adjudicator Good Practice Framework	Timely, evidence-based, accessible and well-recorded complaints and academic appeals handling.
UK GDPR and Data Protection Act 2018	Lawful, fair, secure and transparent processing of complaint and appeal records.
Equality Act 2010	Non-discrimination, reasonable adjustments and fair access.
Counter-Terrorism and Security Act 2015 and safeguarding obligations	Escalation where complaints disclose safeguarding, Prevent, harassment, welfare or serious risk concerns.
Health and Safety at Work etc. Act 1974	Safe study and working environments where concerns raise health, safety or facilities issues.
Liverpool Hope University regulations and partnership requirements	Applicable partner procedures, academic regulations and awarding body responsibilities.

Where awarding body academic regulations apply, those regulations take precedence for academic or award decisions. Belmont College manages local communication, support, record keeping and implementation fairly and accessibly.

5. Definitions and Distinctions

A complaint is an expression of dissatisfaction about something Belmont College has done or not done, or about the standard of service provided by Belmont College or on behalf of Belmont College. Complaints may concern teaching delivery, academic support, administration, admissions, student services, facilities, communication, wellbeing support, information provision or other aspects of the student experience.

An informal concern is a matter raised locally with the aim of early resolution, clarification or practical action without starting the formal complaint process.

A formal complaint is a written complaint submitted under this policy where informal resolution has not resolved the matter, is not appropriate, or where the issue is serious enough to require formal investigation.

A complaint appeal or review is a request for reconsideration of a formal complaint outcome where the complainant believes that the procedure was not followed, relevant evidence was not considered, the outcome was unreasonable in light of the evidence, new relevant evidence is available, or the remedy was inadequate.

An academic appeal is different from a complaint and is handled under (*CAP5 Belmont College Academic Appeals Policy*). Academic appeals normally concern specific academic decisions, such as assessment board decisions, progression decisions, award outcomes or procedural irregularities in assessment.

Allegations of academic misconduct are handled under (*LTP6 Belmont College Academic Integrity and Misconduct Policy*). Matters relating to staff employment are handled under the relevant staff procedure rather than this policy.

6. Core Principles

Bellmont College applies the following principles when handling complaints and appeals. These principles are intended to make the procedure fair for the person raising the concern, fair to staff or other parties involved, and useful for institutional learning.

- Fairness: each matter is considered impartially and consistently, with all parties treated respectfully.
- Accessibility: students receive clear information about how to use the process, with reasonable adjustments provided where required.
- Early resolution: concerns are resolved as close as possible to the point at which they arise where this is appropriate and safe.
- Transparency: stages, evidence requirements, timescales and possible outcomes are explained clearly.
- Independence: complaint appeals are reviewed by staff who were not directly involved in the original decision wherever practicable.
- Confidentiality: information is shared only where there is a legitimate procedural, support, safeguarding, regulatory or legal reason.
- Non-retaliation: students who raise concerns in good faith are not disadvantaged or victimised for doing so.
- Continuous improvement: outcomes are used to identify risks, address issues and improve services, support and communication.

7. Policy Statement

Bellmont College welcomes compliments, comments and constructive feedback from students, applicants, employers, partner organisations and other stakeholders. Feedback helps Belmont College recognise effective practice and identify areas for improvement within teaching, support, administration and student services.

Bellmont College also recognises that complaints may arise where a person is dissatisfied with an aspect of Belmont College activity or a service delivered on

behalf of Belmont College. Complaints are an important source of institutional learning and are handled professionally, fairly and proportionately.

Bellmont College investigates complaints, whether informal or formal, relating to the day-to-day operation of Belmont College and standards of service provided. Formal complaints, complaint appeals, and informal concerns that reveal a risk or quality improvement point are recorded to support transparency, monitoring and continuous improvement.

No student is penalised for raising a genuine concern or complaint. Where a complaint is found to have been made maliciously, vexatiously or in bad faith, Belmont College may take proportionate action under the relevant student conduct or disciplinary procedure.

8. What Can and Cannot Be Considered Under This Policy

This policy may be used for concerns about teaching delivery, student support, administration, recruitment and admissions service, communication, facilities, learning resources, operational processes, staff or service conduct, procedural fairness and implementation of Belmont College policies.

This policy does not normally apply to academic judgement, requests for remarking based solely on dissatisfaction with a grade, allegations of academic misconduct, disciplinary decisions, staff employment grievances, matters already being considered under another formal procedure, or matters where legal proceedings have started.

Where the matter relates to an academic decision, Belmont College normally refers the student to (*CAP5 Belmont College Academic Appeals Policy*). Where the matter concerns alleged academic misconduct, Belmont College normally refers the student to (*LTP6 Belmont College Academic Integrity and Misconduct Policy*). Where the matter relates to safeguarding, harassment, wellbeing or risk, Belmont College acts under the relevant safeguarding and wellbeing procedures.

Complaints about admissions decisions, applicant information or recruitment processes may be considered with reference to (*RAP1 Belmont College Recruitment, Selection and Admission Policy*), depending on the nature of the issue and the role of Liverpool Hope University under current partnership arrangements.

9. Student Support, Equality and Accessibility

Bellmont College supports students to understand and access the complaints and appeals process. Students may seek guidance from the Professional Services Team, Student Support and Wellbeing Team, Programme Coordinator, Module Tutor, Academic Skills Tutor, Academic Support Tutor or another appropriate member of staff.

Where a student has a disability, mental health concern, language need, digital access barrier, caring responsibility or other personal circumstance affecting their ability to use the process, Belmont College considers appropriate support and reasonable adjustments in line with (*SWP2 Belmont College Equality, Diversity and Inclusion Policy*), (*SWP3 Belmont College Disability Policy*) and (*SWP1 Belmont College Reasonable Adjustment and Special Considerations Policy*).

Where complaints raise wellbeing, safeguarding, harassment, sexual misconduct or serious risk concerns, Belmont College responds sensitively and may also act under

(HSP1 Belmont College Safeguarding and PREVENT Policy) or (SWP4 Belmont College Mental Health and Wellbeing Policy).

Bellmont College takes a proportionate approach that balances confidentiality, fairness, natural justice, safety, wellbeing and the need to investigate concerns effectively. The student is kept informed of the process and any support options that are relevant to the concern raised.

10. Complaint and Appeals Procedure

The procedure has four stages: informal resolution, formal complaint, complaint appeal or review, and external review where applicable. Students are normally encouraged to try informal resolution first unless the matter is serious, sensitive, urgent, involves risk, or is unsuitable for informal handling.

10.1 Step 1: Informal Resolution

A student or complainant is encouraged to raise a concern as soon as possible with the member of staff, team or manager most directly able to resolve the issue. For students this may be the Module Tutor, Programme Coordinator, Academic Support Tutor, Academic Skills Tutor, Professional Services Team or Head of Academic Programmes, depending on the matter.

Where the person who would normally receive the concern is directly involved in the issue, the matter is referred to another appropriate member of staff or to the Head of Quality and Operations. Where the student is unsure who to contact, the administrative office directs the concern to the appropriate team.

Informal concerns are normally addressed through discussion, clarification, practical action, apology where appropriate, signposting, or referral to the correct service. Informal resolution does not normally result in a formal outcome letter, but staff record relevant issues where a risk, recurring theme, equality concern, safeguarding issue or quality improvement point is identified.

10.2 Step 2: Formal Complaint

Where informal resolution has not resolved the matter, or where the concern is serious enough to require formal investigation, the student or complainant may submit a formal complaint in writing. Formal complaints are clearly identified as complaints and emailed to complain@bellmontcollege.co.uk.

A formal complaint includes the complainant's name and contact details, programme or relationship with Belmont College, a clear description of the issue, relevant dates, people involved, evidence or supporting documents, steps already taken to resolve the matter, and the outcome sought.

A written acknowledgement is normally issued within three working days of receipt. The complaint is recorded in the Complaints Log and reviewed to confirm scope, urgency, risk, the appropriate investigator, whether partner consultation is needed, and whether immediate support, safeguarding action or corrective action is required.

Formal complaints are normally investigated by the Head of Academic Programmes, Head of Professional Services, Head of Quality and Operations or another appropriate manager depending on the nature of the complaint. The investigator may review documentation, meet with the complainant, consult relevant staff, review

records, consider Liverpool Hope University or awarding body information, and decide whether the complaint is upheld, partly upheld or not upheld.

Bellmont College normally provides a written outcome within fifteen working days of receipt of the complaint. Where additional time is required because the matter is complex, involves partner consultation, requires further evidence or arises during staff absence or holiday periods, Bellmont College issues a holding response explaining the reason for the extension and the revised timescale.

Where a complaint is upheld or partly upheld, the outcome may include explanation, apology, correction of an administrative error, service improvement, referral to an appropriate academic or operational process, support arrangements, staff guidance, review of procedure or an action plan. The outcome explains the reasons for the decision and the right to request a complaint appeal or review where eligible.

10.3 Step 3: Complaint Appeals or Review

Where a complainant remains dissatisfied with the formal complaint outcome, the complainant may request a complaint appeal or review. The request is normally submitted within ten working days of the formal complaint outcome letter and explains why the outcome is being challenged.

A complaint appeal or review may be accepted where there is evidence that the procedure was not followed, relevant evidence was not considered, the outcome was unreasonable in light of the evidence, new evidence is available that could not reasonably have been provided earlier, or the remedy was inadequate.

Appeals are submitted through Professional Services for referral to the Appeals Panel. A written acknowledgement is normally issued within three working days.

The Appeals Panel normally consists of at least two members of the Senior Management Team or senior staff who were not directly involved in the original complaint investigation. The panel reviews the complaint file, outcome letter, appeal submission, evidence, procedural record and any further information required to reach a fair decision.

The Appeals Panel normally provides a written outcome within fifteen working days of receipt of the appeal. Where additional time is required due to complexity, partner consultation or operational circumstances, Professional Services issues a holding response explaining the revised timescale.

The Appeals Panel may uphold the original outcome, uphold the appeal in whole or in part, require further investigation, amend the remedy, refer the matter for action under another policy, require an action plan, or make recommendations for quality improvement. The Appeals Panel decision represents the final internal stage of the Bellmont College complaints and appeals process unless the relevant awarding body procedure requires further consideration.

10.4 Step 4: External Review and Independent Adjudication

Where the relevant internal procedure has been completed and the student remains dissatisfied, the student may be able to refer the matter to an external body depending on the nature of the complaint and the awarding or regulatory arrangements that apply.

External routes may include Liverpool Hope University where the matter relates to collaborative provision, academic authority, University services or University regulations; an awarding organisation where applicable; the Office of the Independent Adjudicator where the matter falls within the higher education student complaints scheme; the Quality Assurance Agency where the concern relates to higher education quality or standards rather than individual redress; or another regulator or authority where relevant. Liverpool Hope University complaints are considered under (*LHU Liverpool Hope University Student and Apprentice Complaints Policy and Procedure*) where that route applies.

Students normally need a Completion of Procedures letter from the appropriate provider before referring a complaint to the Office of the Independent Adjudicator. Where Liverpool Hope University is the relevant awarding provider, the final review stage or Completion of Procedures arrangements may need to be completed through Liverpool Hope University procedures, including routes linked to (*LHU Liverpool Hope University Academic Appeals Policy*) or (*LHU Liverpool Hope University Academic Regulations*) where the issue is academic.

Stage	Purpose	Normal timescale	Main responsibility
Informal resolution	Resolve concerns quickly and locally where appropriate through discussion, clarification, practical action or signposting.	As soon as reasonably possible; local staff normally aim for prompt resolution.	Relevant staff member or manager.
Formal complaint	Investigate a written complaint and provide a reasoned outcome, including any remedy or improvement action.	Acknowledge within 3 working days; outcome normally within 15 working days.	Relevant investigating manager with Head of Quality and Operations oversight.
Complaint appeal / review	Review whether the formal outcome or process was fair, reasonable and evidence-based.	Submit within 10 working days; outcome normally within 15 working days.	Appeals Panel of uninvolved senior staff.

External review	Signpost eligible unresolved matters to the appropriate external or partner route after internal completion.	In accordance with external body rules.	Office of the Independent Adjudicator, Liverpool Hope University, awarding body, Quality Assurance Agency or other relevant route.
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11. Partner Institution, Liverpool Hope University and Awarding Body Arrangements

Bellmont College currently delivers higher education provision through collaborative partnership arrangements with Liverpool Hope University. Where a complaint relates to a programme, service, decision or academic process governed by Liverpool Hope University regulations or awarding body authority, students may need to use Liverpool Hope University or awarding body procedures.

Liverpool Hope University’s published student information distinguishes complaints about teaching, academic support, administration and University services from academic appeals against degree or progression Board decisions. Belmont College therefore helps students identify whether the issue is a service complaint, an academic appeal, a non-academic appeal, a safeguarding or harassment matter, or another type of concern.

Where the matter falls under Liverpool Hope University authority, Belmont College signposts the student to the relevant Liverpool Hope University forms, guidance, contacts and timescales and does not replace Liverpool Hope University’s formal decision-making authority. Where the matter concerns academic progression, assessment or awards under Liverpool Hope University authority, Belmont College follows the relevant requirements in (*LHU Liverpool Hope University Academic Regulations*) and (*LHU Liverpool Hope University Academic Appeals Policy*).

Where a matter includes both a Belmont College service complaint and a Liverpool Hope University academic appeal issue, Belmont College separates the issues as far as reasonably possible, explains which route applies to each element, and coordinates communication so that the student receives clear advice. Current partnership responsibilities are also reflected in (*LHU Liverpool Hope University Student Contract*) where applicable.

Bellmont College cooperates with Liverpool Hope University investigations and partnership governance where this is appropriate, including by providing local records, attendance or engagement information, communication records, student support records, action logs or other evidence relevant to the matter. Belmont College maintains local records of the support and signposting provided to students.

12. Confidentiality, Data Protection and Record Keeping

Bellmont College treats complaint and appeal information confidentially and shares information only with those who need to know for a legitimate procedural, support, safeguarding, legal, regulatory, partnership or governance reason. Students are informed where information needs to be shared to investigate the matter or protect the safety and wellbeing of students, staff or others.

Complaint and appeal records are handled in accordance with (*BCP5 Belmont College General Data Protection & Regulation GDPR Policy*) and (*QGP6 Belmont College Information Governance, Public Information and Transparency Policy*). Records may include complaint submissions, evidence, meeting notes, correspondence, outcome letters, appeal papers, action plans, equality or adjustment records, safeguarding referrals and committee reports.

Records are retained securely and for an appropriate period in line with Belmont College data protection and retention arrangements. Information reported to committees is normally anonymised or aggregated unless named information is necessary for a serious risk, safeguarding, legal, regulatory or governance purpose.

Students are expected to respect the confidentiality of the process and not share confidential information about other students, staff or witnesses. Belmont College may restrict access to information where disclosure would breach data protection requirements, compromise the fairness of the process, create a safeguarding risk or disclose information about another person without lawful basis.

13. Roles and Responsibilities

The roles below describe how Belmont College implements this policy in day-to-day practice. Responsibilities are exercised consistently with Belmont College's governance structure and partnership responsibilities.

Role	Responsibilities
Students and complainants	Raise concerns promptly, provide accurate information and evidence, engage respectfully with the process and explain the outcome sought.
All staff	Respond professionally to concerns, support early resolution where appropriate, maintain confidentiality and escalate formal complaints, safeguarding concerns, equality issues or quality risks promptly.
Module Tutors, Academic Skills Tutor and Academic Support Tutors	Support students academically, identify concerns early, provide clear guidance and escalate teaching, assessment, feedback, support or engagement issues through the appropriate route.

Programme Coordinator	Coordinates programme-level teaching, learning and assessment activity, supports student engagement and ensures programme-level concerns are addressed or escalated.
Head of Academic Programmes	Provides academic leadership for programme quality and standards, teaching, academic support, assessment-related processes, partner academic requirements and student outcomes.
Head of Professional Services	Oversees professional services, admissions, registry, student support, complaint handling administration, student records, communications and operational improvement.
Student Support and Wellbeing Team	Provides support and signposting where complaints involve wellbeing, disability, mental health, safeguarding or personal circumstances, while respecting confidentiality and data protection requirements.
Investigating Manager	Assesses scope and evidence, conducts a fair investigation, consults relevant staff or partner contacts, decides whether the complaint is upheld and prepares a reasoned outcome.
Appeals Panel	Reviews eligible complaint appeals independently, considers whether the process and outcome are fair and reasonable, and determines any revised outcome, remedy or action.
Head of Quality and Operations	Leads policy oversight, complaint and appeal records, procedural consistency, committee reporting, quality assurance themes, action tracking and annual review.
Head of IT & Human Resources	Supports secure digital systems, data management, staff recruitment, staff development and fair employment practices relevant to complaint handling and service quality.

Chief Executive Officer	Holds executive accountability for Board-approved strategy, institutional leadership, regulatory compliance, financial sustainability, quality assurance and successful student outcomes.
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These responsibilities are supported by (*QGP2 Belmont College Management, Committee Structure, Organogram and Terms of Reference*) and student-facing information in (*QGP4 Belmont College Student Handbook*).

14. Governance, Committee Oversight and Reporting

Bellmont College implements, monitors and reviews this policy through its committee structure. Operational issues are addressed by relevant academic and Professional Services teams and the Senior Management Committee. Academic quality risks and enhancement actions are considered through the Quality Committee and Academic Committee. Strategic, high-risk, regulatory or resource matters are escalated to the Board of Directors and, where relevant, the Audit & Risk Committee.

Committee oversight focuses on patterns, timeliness, fairness, student support, equality considerations, partnership responsibilities, academic quality, student protection and evidence that improvement actions have been completed. Reports are normally anonymised and proportionate, with named reporting used only where necessary for a serious risk, safeguarding, legal, partnership or governance purpose.

Committee / Body	How this policy is implemented and monitored
Board of Directors	Retains ultimate governance oversight of academic quality, standards, student outcomes, regulatory compliance, risk, financial sustainability, institutional performance and significant improvement actions.
Audit & Risk Committee	Advises the Board of Directors on audit arrangements, internal control, risk management, financial sustainability, regulatory compliance, data protection, student protection and business continuity risks.
Academic Committee	Acts as the mandatory Board committee and academic authority, safeguards academic standards and quality, oversees academic assurance from the Quality Committee and reports to the Board of Directors.

Senior Management Committee	Coordinates operational planning, resourcing, delivery, implementation, serious case response, cross-team corrective action and management reporting.
Quality Committee	Monitors academic quality assurance, quality enhancement, student outcomes, assessment standards, complaint and appeal themes, procedural effectiveness and action completion.
Learning & Teaching Committee	Reviews teaching, learning, assessment support, feedback, learning resources and programme-level themes arising from complaints, student feedback or module evaluation.
Recruitment, Admissions & Registry Committee	Monitors recruitment, applicant information, admissions, enrolment, student records, attendance, engagement and communication themes linked to complaints.
Student Staff Committee	Provides a student voice route for programme issues, communication concerns, local resolution and feedback on action updates.
Liverpool Hope University partnership governance	Supports coordinated oversight where matters relate to collaborative provision, University regulations, shared responsibilities, academic decisions or partner routes.

15. Monitoring, Review and Continuous Improvement

Bellmont College monitors complaints and appeals to identify themes, procedural learning, equality issues, support needs, communication gaps, service improvements, academic quality matters and risks to student experience. Monitoring is proportionate and focuses on learning from evidence rather than attributing blame.

The Head of Quality and Operations coordinates regular review of complaint and appeal records. Trends and actions are reported through the relevant committee route, including the Senior Management Committee for operational action, the Quality Committee for quality assurance and enhancement, the Academic Committee for academic matters, and the Board of Directors for strategic or high-risk issues.

Monitoring draws on the evidence already used within Belmont College's quality assurance framework, including student feedback, Student Staff Committee records, module evaluations, attendance and engagement records, action plans, annual monitoring, partner reports and committee minutes. This enables Belmont College to

connect individual complaint learning with wider improvement of the student experience.

Where themes relate to attendance, engagement or student support, Belmont College considers relevant information from (*LTP9 Belmont College Attendance, Retention and Submissions Policy*). Where themes relate to assessment or academic standards, Belmont College considers relevant information from (*LTP2 Belmont College Assessment and External Examining Policy*).

This policy is reviewed at least annually, or sooner where a significant regulatory, legal, partnership, funding, safeguarding, data protection or operational development requires earlier review. Changes are approved through the appropriate governance route and communicated to staff and students as appropriate.

16. Future Independent Regulatory Status and Funding Arrangements

Bellmont College is seeking Office for Students approval for its own funding arrangements while continuing to work with Liverpool Hope University under current partnership arrangements. Future developments may alter funding routes, student protection responsibilities, reporting routes, partnership arrangements, external review processes or the allocation of responsibilities between Belmont College and awarding partners.

Where future changes affect students, Belmont College communicates clearly, consults where appropriate, manages transition carefully and protects continuity of study. Belmont College also maintains fair access to complaint and appeal routes so that students are not disadvantaged by changes in regulatory, funding or partnership arrangements.

Future changes are managed in line with (*CAP1 Belmont College Student Protection Plan and Policy*) and (*CAP2 Belmont College Consumer Protection Policy and Implementation Framework*). Belmont College maintains local oversight of implementation through its committee structure and works with Liverpool Hope University or any future awarding partner where shared responsibilities apply.

17. Addresses for Correspondence

Formal complaints are sent to: complain@bellmontcollege.co.uk

Appeals against formal complaint outcomes are submitted through Professional Services for referral to the Appeals Panel.

General correspondence may be sent to Belmont College, 1st Floor, 9 Lymington Avenue, Wood Green, London N22 6EA, or by email to info@bellmontcollege.co.uk.

Where a matter needs to be considered by Liverpool Hope University or another awarding body, Belmont College provides appropriate signposting and, where relevant, confirms the correct email address or online form to use based on the current published partner information.

18. Conclusion

Bellmont College is committed to maintaining a fair, transparent, accessible and supportive approach to complaints and appeals management. Effective complaint handling protects student confidence, supports academic quality and standards, strengthens institutional accountability and helps Belmont College improve its services.

Through integrated governance oversight, quality assurance monitoring, student feedback, partnership collaboration and continuous improvement, Belmont College ensures that concerns are addressed appropriately, students are treated fairly and institutional learning informs ongoing enhancement and development.

As Belmont College continues to work with Liverpool Hope University and progresses towards future Office for Students approval and funding arrangements, this policy remains focused on protecting student interests, maintaining fairness and ensuring that students have clear routes for raising concerns and seeking review.

Bellmont College Complaint and Appeals Policy and Procedure					
Version	Date	Author(s)	Amendments	Approved by	Next review
1	March 2023	Head of Quality and Operations	New document	Board of Governors	February 2024
2	February 2024	Head of Quality and Operations	Revised; no updates or changes made	Board of Governors	October 2024
3	October 2024	Head of Quality and Operations	Revised document	Board of Governors	October 2025
4	March 2026	Head of Quality and Operations	Revised document	Board of Directors	March 2027