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Student Complaints Procedure

STU-004 | Student Lifecycle

VERSION 1.0 · 18 OCTOBER 2026

INSTITUTIONAL REGULATIONS & POLICIES | IEU

Student Complaints Procedure

DOCUMENT CONTROL / STU-004

Document ID	STU-004
Document family	Student Lifecycle
Document custodian	Student Complaints Officer
Version	1.0
Edition date	18 October 2026
Review cycle	Annually and following material change

1 Purpose and applicability

Applies to concerns about service delivery, information, treatment or administrative decisions. The provisions govern the activities within the defined IEU service scope; applicable programme-specific contracts and verified rules of a separate awarding institution govern award requirements wherever relevant.

2 Policy requirements

- 01 Students may seek informal resolution without losing the ability to file a formal complaint.
- 02 Formal complaints capture the issue, desired resolution, supporting documents and relevant dates.
- 03 Receipt is acknowledged within five working days and a responsible handler is assigned.
- 04 The handler reviews records, consults relevant staff and gives a reasoned written outcome, normally within 30 working days or an explained extension.
- 05 Students can seek one internal review for new evidence or procedural concerns within 15 working days of the decision.
- 06 External rights or awarding-partner procedures are identified when applicable.

3 Operational procedure

Trigger: A formal service or administration complaint is filed

- 01 Offer informal resolution while preserving the formal complaint pathway.
- 02 Log the complaint, acknowledge receipt within five working days and assign an impartial handler.
- 03 Investigate records and issue a reasoned outcome, targeting 30 working days or explaining any extension.
- 04 Process an eligible internal review request, normally submitted within 15 working days, and explain any external partner routes.

4 Responsibilities and evidence

Accountable process owner. Student Complaints Officer maintains implementation, staff guidance, case processing and reporting. Academic decisions requiring external award authority must be referred according to the verified programme arrangement.

Minimum evidence. Complaint form; acknowledgment; case log; evidence; outcome; remedy; review record.

Record protection. Keep case files, decisions and correspondence in access-controlled systems; apply an approved retention schedule and document transfers to relevant partners. Do not publish personal or confidential records.

5 Exceptions, concerns and review

Exceptions. Material deviations require a written rationale, authorization by a role with the appropriate delegation, and a record of any impact on students or staff. No local exception may override mandatory law or a controlling awarding-body requirement.

Challenge and escalation. Explain the applicable complaints, academic appeals or rights-request route to affected persons. Refer safety concerns, integrity incidents, data incidents, conflicts of interest or disputed award claims to the designated specialist authority.

Monitoring. Monitor aging cases, recurring root causes and implementation of remedies.

6 Linked institutional controls

Related controls, where relevant: Academic Regulations (ACD-001); Academic Integrity (ACD-003); Student Complaints (STU-004); Academic Appeals (STU-005); Quality Assurance (QUA-001); Privacy and Student Records (DIG-001); Academic Partnerships and Award Information (PAR-001).

7 Document information and periodic review

Document series	IEU Regulations & Policies
Institution	International European University (IEU)
Applicability	See section 1 and programme-specific terms
Student enquiries	Use the IEU contact and support routes
Document maintenance	Controlled by the responsible function