

Student Complaints Policy and Procedure

1. Purpose and scope

This policy explains how a student can raise a concern or complaint about any service provided by Phoenix Financial Training (Phoenix FT) as a University of London Recognised Teaching Centre, and how Phoenix FT will handle it fairly and promptly.

It covers all services offered by the centre, including teaching and tuition, academic and pastoral support, administration and enrolment, fees and payments handling, facilities, and communications. It applies to all students enrolled on the University of London BSc Professional Accountancy and MSc Professional Accountancy programmes.

2. Our principles

- Any student can raise a complaint without fear of disadvantage.
- Complaints are handled fairly, sensitively and as quickly as possible.
- Students receive clear information on how to complain and what to expect at each stage.
- Complaints and feedback are used constructively to improve our services.

3. What this policy covers

Complaints about Phoenix FT services — such as teaching, tuition, academic or pastoral support, administration, facilities or the conduct of staff — are dealt with under this procedure.

Academic appeals — challenges to a University of London assessment decision, mark, progression or award — are not complaints. These are dealt with by the University of London under its own procedures (see section 6). Where a student is unsure which route applies, Phoenix FT will help them access the correct process.

4. How to raise a complaint

Complaints are handled in three stages. Most concerns are resolved quickly and informally at Stage 1.

Stage	What happens	Who to contact	Timeframe
Stage 1 – Informal	Raise the concern directly so it can be resolved quickly.	The relevant staff member or student support	Aim to resolve within 5 working days

Stage	What happens	Who to contact	Timeframe
Stage 2 – Formal	Submit the complaint in writing; it is investigated and a written outcome provided.	Operations Manager — dubai@phoenixft.com	Acknowledged within 3 working days; outcome within 15 working days
Stage 3 – Review	Request a review if you remain dissatisfied; this is the final internal stage.	Managing Director	Request within 10 working days; outcome within 15 working days

Stage 1 – Informal resolution

In the first instance, please raise your concern with the member of staff involved or with student support as soon as possible. Many issues can be resolved quickly through a conversation, and we aim to respond within five working days.

Stage 2 – Formal complaint

If the matter is not resolved informally, submit your complaint in writing to the Operations Manager at dubai@phoenixft.com, setting out what has happened and the outcome you are seeking. We will acknowledge your complaint within three working days, investigate it, and provide a written outcome within fifteen working days. If more time is needed, we will tell you and give a revised timescale.

Stage 3 – Review

If you remain dissatisfied with the outcome, you may request a review by the Managing Director within ten working days of receiving the Stage 2 outcome. The review outcome will normally be provided within fifteen working days. This is the final stage of Phoenix FT's internal complaints procedure.

5. Support and protection

- Student support can help you to raise or set out a complaint, and reasonable adjustments are made for People of Determination on request.
- Complaints are treated confidentially, with information shared only as necessary to investigate and resolve them.
- No student will be treated less favourably for raising a genuine complaint in good faith.

6. Complaints and appeals involving the University of London

Matters relating to University of London assessment, results, progression or awards, and complaints that fall within the University's remit, are dealt with by the University of London under its [Student Complaints and Academic Appeals Procedure](#). Phoenix FT will support students in referring such matters to the University where appropriate.

7. Learning from complaints and student feedback

Phoenix FT gives due regard to what students tell us, whether through a formal complaint or through routine feedback:

- All complaints are recorded in a central complaints log, together with the outcome and any actions taken.
- Complaints are reviewed regularly by management to identify themes, trends and opportunities to improve, and a summary is reported to senior management.
- Student feedback is also gathered routinely — for example through module and teaching feedback and student surveys — and is considered alongside complaints.
- Actions arising from complaints and feedback are used to improve teaching, services and the wider student experience, closing the loop on the issues students raise.

8. Roles and responsibilities

Role	Responsibility
Student support (Customer Service Administrator)	First point of contact for informal concerns; helps students raise complaints and logs them.
Operations Manager	Handles formal (Stage 2) complaints, investigates and responds, maintains the complaints log, and reports trends to management.
Academic Lead	Provides input on complaints relating to teaching and academic services.
Managing Director	Conducts Stage 3 reviews and provides overall oversight of the complaints process.

9. Publication of this procedure

This complaints procedure is published and made available to all students through the Student Handbook, at induction, and through the centre's student communications and online learning platform, so that students always know how to raise a complaint and what to expect.

10. Records and data protection

Complaints records are held securely, with access restricted to authorised staff, and are handled in accordance with applicable UAE data protection requirements and our Data Protection and Handling Policy. They are retained in line with our retention arrangements.

11. Review

This policy is reviewed at least annually, and whenever University of London requirements change, to ensure it remains accurate and effective.

Document control

Title	Version	Issued	Next review
Student Complaints Policy and Procedure (Annex 34)	1.0	July 2026	June 2027

Owner: Operations Manager. Approved by: Managing Director.