



Complaints Policy and Procedures for Students

Version 1.4 – March 2026

CONTENTS

1.	Policy Statement	2
2.	Definition	2
3.	General Principles	3
4.	LAT's Three-Stage Complaints Procedure	5
	Stage 1 - Informal Local Resolution	5
	Stage 2 - Formal Procedure:.....	6
	Submitting a Formal Complaint:.....	6
	Stage 3 – Review by Managing Director	7
5.	Completion of Procedures	8
6.	Training and Awareness	8
7.	Monitoring, Evaluation and Review	8

1. Policy Statement

- 1.1. The London Academy of Trading (LAT) is committed to delivering high quality teaching and learning and we therefore encourage our students to give us feedback. We believe that it is important for our students to be able to express their concerns and ideas for improvement, complaints and compliments and voice their opinions as this enables us to improve the quality of our services and academics. Students may do this via a variety of means, including via our Complaints Procedure.

LAT is committed to managing complaints in a way that:

- Is timely and efficient, to facilitate a speedy resolution;
- Is fair and transparent to all parties;
- Promotes informal conciliation such as mediation, where appropriate;
- Promotes feedback and best practice to inform academic and administrative teams, and enhance the student experience.

- 1.2. This procedure covers all aspects of a student's experience at LAT except for the following, for which separate procedures exist:

- For all academic matters relating to examination and assessment performance outcomes, please refer to the Academic Misconduct Policy and/or Appeals Policy and Procedures
- Disciplinary issues are covered by the Non-Academic Student Disciplinary Policy
- Racial, sexual and other forms of harassment are covered by the Harassment and Anti-Bullying Policy
- The approval and payment of refunds, which is handled by a different procedure; any persons seeking a refund should go to (<http://refunds.lat.london>) and follow the on-screen instructions. Link for tracking refund applications <http://refunds.lat.london/case>

- 1.3. The Formal Complaints Procedure may however be used to investigate any of the processes in 1.2 as an internal quality measure to ensure they have been carried out correctly and fairly.

- 1.4. We aim to resolve all formal complaints within **10 working days** whenever possible and without prejudice to the complainant. Where this is not possible, the complainant will receive an acknowledgement and will be kept up to date.

- 1.5. This policy should not be in any way confused with a student's right to complain to the accrediting body – i.e. ABE. The student has every right to complain at any time to ABE about their experience – for full details please refer to <https://www.abeuk.com/>

2. Definition

- 2.1. For the purposes of these procedures, a **complaint** is defined as a written expression of concern about the provision of a course or programme of study or a related aspect of service or a facility, which is provided to students enrolled on, or recently graduated from, programmes studied at LAT campuses.

2.2. Grounds for a complaint might include the following:

- Dissatisfaction with standards of academic provision, for example, insufficient or ill-maintained resources and facilities, arrangements for assessment, academic feedback, or information provided, or not provided, about a course;
- Dissatisfaction with the quality or frequency of supervision or tuition, compared with previously advertised levels;
- Deficiencies in standards of service, for example, support facilities such as administrative services;
- Misinformation about the programmes;
- Dissatisfaction with the level and availability of pastoral support;
- Other deficiencies in the quality of your learning experience;
- The inappropriate behaviour of a member of staff.

2.3. The procedure does **not** allow for a complaint to be raised about an academic assessment decision, for example an examination or assessment result. All academic appeals are subject to the appropriate appeals procedure, as specified by the award's validating partner institution.

2.4. The procedure does **not** allow for complaints by one student against another.

2.5. Students who require assistance submitting a formal complaint may seek help from the LAT support team who can be contacted at complaints@LAT.london

3. General Principles

3.1. It is important that students, prior to engaging with the Complaints Procedure, have a clear understanding of what the procedure is, what it entails and possible (as well as impossible) outcomes.

3.2. All complaints are taken seriously and students will not be penalised for making a genuine complaint. LAT expects that students will not engage in frivolous or vexatious complaints. However, where clear evidence exists that students do submit complaints which are clearly baseless, frivolous or vexatious, action may be taken under the Non-Academic Student Disciplinary Policy.

3.3. It is aimed for the procedure to be simple, clear and fair to all parties involved, with mediation and informal resolution an option at any point. Complaints will be handled sensitively, courteously and confidentially. All complaints will be dealt with as quickly as possible to avoid issues becoming protracted. However, patience and understanding is urged from all parties when complex issues or complaints involving multiple parties may require longer investigating and resolving.

3.4. The complaints procedure operates on the principles of natural justice:

- There are (at least) two sides to every dispute;

- All parties are given the opportunity to provide evidence to substantiate their version of the issue / incident;
 - Full disclosure of any allegations or evidence will be made to those parties involved in the complaint;
 - All parties involved in a complaint have the right to be accompanied by a friend or non-legal representative at each stage of the procedure;
 - It is assumed that all parties operate in good faith and provide information which is true, complete and not misleading; this includes a duty to disclose all information which is relevant to the issue at stake, including information which may not support their position.
- 3.5.** Students are expected to have met their obligations and responsibilities as a member of the LAT community with regard to:
- Meeting their academic commitments;
 - Acting in accordance with LAT student and academic regulations (if applicable);
 - Behaving with reasonable consideration for other students and staff.
- 3.6.** All information provided regarding a complaint will remain confidential, exclusively for use within the complaints process and all such information will remain subject to the requirements of GDPR. Only staff directly involved with the complaint will be given access to confidential information.
- 3.7.** Anonymous or third party complaints will not be accepted. No investigation of a complaint made on behalf of a student will be undertaken without the student's written agreement to the concerns raised and their written consent for an investigation to be carried out. This includes complaints made by the parent or spouse of the student concerned.
- 3.8.** No student bringing a complaint under this procedure, whether successfully or otherwise will be treated less favourably by any member of staff than if the complaint had not been brought.
- 3.9.** LAT will endeavour to address and resolve all complaints (within 10 working days). Certain complex cases may however take a longer time to resolve than other cases. In such instances students will be kept informed of the progression of their case and LAT will attempt to give an indication of when the matter will be resolved.

4. LAT's Three-Stage Complaints Procedure

- 4.1. LAT has a three-stage internal student complaints procedure.
- 4.2. Any complaints that are escalated before the earlier stages of the complaints procedure have been used will be reverted back to the appropriate stage unless there is a strong reason for the escalation.

Stage 1 - Informal Local Resolution

- 4.3. When first making a complaint, students should raise the issue informally with a member of LAT staff; this may initially be with an academic member such as the Tutor. In most cases this will be a member of the Academy's Administration. Students can raise issues by calling into the office and/or, if necessary, by arranging a meeting to discuss the matter. In most cases a face to face discussion is the quickest and most effective way of resolving issues. However, students may also submit complaints via email if they find this more convenient.

We would request at this stage that students do not copy in long lists of staff.

- 4.4. All complaints should normally be made within **21 days** of the alleged incident, matter or concern.
- 4.5. When a student raises an informal complaint with a Tutor, the Tutor may need to refer the complaint to a more senior member of the team or to an Academic Dean. The student will be informed that the staff member is raising the issue with Management and made aware that the staff member will get back to them within a given time frame.
- 4.6. Students should keep a record of their action taken to resolve the complaint and keep copies of any relevant correspondence.
- 4.7. A student should normally expect to receive a written or email acknowledgement from the Academy within 2 working days and a full response, via email or in writing, within 10 working days. This timescale may need to be extended during vacations or when the complaint is complex or involves multiple parties.
- 4.8. If it is not possible to resolve students complaint locally then students can submit their complaint under Stage 2 of the Student Complaints procedure.

Stage 2 - Formal Procedure:

- 4.9.** Where the complaint has not been resolved or satisfactorily dealt with locally, then a student can submit a formal complaint within 10 days of receiving the full Stage 1 response. Students will be expected to provide details of their attempt to resolve the matter locally, or a suitable reason as to why local resolution is not possible.

Submitting a Formal Complaint:

- 4.10.** Formal complaints should be sent to one of the following addresses:

LAT: Should be made at: complaints@LAT.London

- 4.11.** Where necessary students should provide appropriate evidence to support any allegations they make (evidence may include signed witness statements, letters, emails and any other relevant information). Where a student fails to provide reasonable evidence to substantiate their allegations, LAT reserves the right not to progress the complaint further if it is reasonably believed that a *prima facie* case was not established.
- 4.12.** If a formal complaint is submitted outside the deadlines stated above, without good cause or reason, then the complaint will be deemed out of time, and LAT reserves the right not to progress the complaint, unless it would be inequitable to do so.
- 4.13.** A student should normally expect to receive a written or email acknowledgement from the Academy within 2 working days and a full response, via email or in writing, within 10 working days. This timescale may need to be extended during vacations or when the complaint is complex or involves multiple parties.

Resolution of Formal Complaints

- 4.14.** In addition to informing continuous quality enhancement, the aim of this policy is to provide resolutions. Accordingly, while general expressions of concern are welcome, students are encouraged to specify the remedy they seek and/or the desired outcome to their complaint.
- 4.15.** There are a number of ways in which the complaint may be progressed at this stage, depending upon the nature of the complaint. Students will be notified of this in writing. Such action may include:
- A meeting with a designated senior officer to clarify matters of procedure;
 - Forwarding the complaint to a named person in the LAT or department who will investigate the matter locally and provide a written response to the complaint;
 - Mediation facilitated by the designated senior officer
- 4.16.** Where the complaint is complex and / or contains serious allegations against staff, the designated senior officer will either:
- Appoint an independent Investigating Officer to investigate the circumstances of the complaint; or
 - Arrange a Formal Hearing of the complaint.

- 4.17.** Notwithstanding the above, the student may formally request that the case be taken to mediation at any point in the proceedings up to the intervening of the MANAGING DIRECTOR (Stage 3, below).
- 4.18.** Wherever possible LAT will seek to facilitate an early resolution of the complaint. LAT aims to provide a resolution within **10 working days** of submission of the formal complaint. Should this not be possible (due to complexity or requests for information from other parties), then students will be kept informed of any likely delay and the reasons for the delay, at the earliest opportunity.
- 4.19.** Students will receive written notification of the outcome of their complaint from the Student Administration Team or other designated member of staff. This will include whether the complaint is upheld or not and any further action to be taken.
- 4.20.** A report of the nature and outcomes of the complaints received will be prepared by the Student Administration team (with input from the other designated senior officers) to assist in monitoring the effectiveness of the Complaints Procedure. The report will identify relevant quality assurance issues and, where necessary, ensure that the procedures are revised and impact assessed as appropriate. The Reports will be submitted for consideration to the Academic and Planning Committee (APC) twice a year.

Stage 3 – Review by MANAGING DIRECTOR

- 4.21.** If the response to the complaint following completion of the Stage 2 procedure is not considered by the student to be acceptable, they may invoke Stage 3 which involves a review of the case by the MANAGING DIRECTOR. Requests for review must be submitted by the complainant within **21 days** of the date of the outcome notification of the formal complaint.
- 4.22.** The grounds for requesting a review of a formal complaint outcome should be clearly stated in writing and sent with full supporting evidence to the Administration Officer (emails should be sent to the complaints@LAT.london who will refer the case to the MANAGING DIRECTOR if:
- There remains, at the time, a complaint which comes within the scope of this procedure;
 - The request for review has been lodged within the set time limit;
 - The complaint is not of a petty or harassing nature.
- 4.23.** The review will not consider new evidence unless there are good reasons as to why such evidence was not produced at Stage 1 or 2 of the Complaints Procedure.
- 4.24.** In the event of a decision not to uphold a complaint, the MANAGING DIRECTOR will advise the student of the range of support services that are available such as the GUS Student Counselling Service, if appropriate.
- 4.25.** The student will be formally notified in writing of the decision normally within **2 working days** of the MANAGING DIRECTOR's decision. If a complaint is not upheld, the complainant will be informed of the reasons for its rejection. The letter will be copied to the Academic Dean of the Academy or other designated senior academic.

4.26. The decision of the MANAGING DIRECTOR is final and concludes the LAT Complaints Procedure.

4.27. The notification of outcome will advise the student of the opportunity for external review of the case, if available.

5. Completion of Procedures

5.1. Complaints procedures are considered to be 'exhausted' only when all internal review stages have taken place, and any required actions have been implemented.

5.2. Once procedures have been exhausted, LAT will inform the student that a Completion of Procedures (COP) letter can be requested. The COP letter will be provided within **2 working days** of a request. Such requests should be directed by the student to the Student Administration team within 1 month of the notification of outcome.

5.3. If a complaint is not upheld or there are found to be insufficient grounds to investigate a complaint or conduct a review, a COP letter will be issued to the student automatically by the LAT Administration Team.

6. Training and Awareness

The Academic Dean will ensure that staff and students are aware of the Complaints Procedure, and how it is to be used.

7. Monitoring, Evaluation and Review

7.1. The Academic Dean will oversee the tracking of complaints submitted at stages 1, 2 & 3 of the process and progressed through the Procedure, and will ensure that records show the nature of the complaint, the process employed to deal with the complaint, the time taken for each part of the process to be completed and the outcome. All data held will be monitored in accordance with the LAT's Equality and Diversity and GDPR Policies and will be impact assessed on an annual basis in line with LAT procedures.

7.2. The Complaints Policy and Procedure will be reviewed on an bi-annual basis by the Academic and Planning Committee (APC) at LAT to ensure that it remains fit for purpose, compliant with the requirements of external regulatory bodies, and reflective of best practice within the industry.

Version Control Table

Version	1.0	Name	Role	Date
Created by:		A. Khan	Quality Assurance Project Manager	Jan '17
		<i>Original Version</i>		
Changes approved by:				
Version	1.1	Name	Role	Date
Amended by:		Paddy Osborn	Academic Dean	July '19
		<i>Reviewed to ensure all details are still accurate and up to date.</i>		
Approved by:				
Version	1.2	Name	Role	Date
Amended by:		Paddy Osborn	MD & Academic Dean	Sept '23
		<i>Reviewed to ensure all details are still accurate and up to date.</i>		
Changes approved by:				
Version	1.3	Name	Role	Date
Amended by:		Paddy Osborn	MD & Academic Dean	Oct '24
		<i>Reviewed to ensure all details are still accurate and up to date.</i>		
Changes approved by:				
Version	1.4	Name	Role	Date
Amended by:		Paddy Osborn	MD & Academic Dean	Mar '26
		<i>Reviewed to ensure all details are still accurate and up to date.</i>		
Changes approved by:				
Version		Name	Role	Date
Amended by:				
Changes approved by:				