STAGE 1: INFORMAL RESOLUTION

- Issue occurs
- Issue raised with the relevant person at the earliest opportunity
- Issue resolved?
  - Yes: No further action
  - No: If you remain dissatisfied, you can proceed to the Formal Complaint stage by submitting a complaints form (available at https://tedi-london.ac.uk/policies/) within 20 working days after the incident

STAGE 2: FORMAL COMPLAINT

- Complaints Form Submitted
- Assistant Registrar - Education appoints an Investigating Officer to look into your complaint
- The Investigating Officer will communicate the outcome of your complaint within 20 working days of receipt of the Formal Complaint
- Issue resolved?
  - Yes: No further action
  - No: If you remain dissatisfied, you can proceed to the Complaints Review stage by submitting a complaint review form (available at https://tedi-london.ac.uk/policies/) within 10 working days of the Formal Complaint outcome

STAGE 3: COMPLAINT REVIEW

- Complaints Review Form Submitted
- Assistant Registrar - Education considers your complaint review request and whether the outcome of the Formal Complaint was reasonable
- The Assistant Registrar - Education will communicate the outcome of your complaint review within 20 working days of receipt
- Assistant Registrar - Education determines complaint warrants further investigation?
  - Yes: Complaint to be investigated as per the Formal Complaint stage of this process
  - No: Internal process complete and Completion of Procedures letter issued - you have the option to apply to the Office of the Independent Adjudicator for Higher Education for an external review of our decision