

Sysco Higher Education Concerns, Complaints and Appeals Policy 2025-26

Version – 1.1

Date – July 2025

Date of Implementation – 1st September 2025

Approval By – Sysco Higher Education Team

Date for Review – 1st July 2025

Document Location – Sysco Website, Sysco HE Policies folder of VLE

1.0 Introduction to Higher Education Concerns, Complaints and Appeals Policy

This Higher Education Concerns, Complaints and Appeals Policy has been written in accordance with the Quality Assurance (QAA) UK Quality Code (<https://www.qaa.ac.uk/>) and fully adheres to the guiding principles of this document in allowing students to receive equal opportunities and express any dissatisfaction they may feel. In addition, this Concerns, Complaints and Appeals Policy is aimed at ensuring that a formal process is in place to allow for students to feel assured that their complaints and/or appeals are dealt with in a fair, professional manner; this process will ensure that any complaints or appeals are assessed objectively by Sysco and based on their individual merits.

2.0 The Policy

- 2.1.** Sysco's Concerns, Complaints and Appeals Policy is designed to improve the student experience for all HE students by taking on board best practice and tailoring decision making to ensure that processes are as fair as possible.
- 2.2.** This Policy will be openly available for all students to access and aims to provide a clear, inclusive and transparent process for them to make complaints and/or appeals.
- 2.3.** Sysco endeavour to ensure that students who feel that they need to make a complaint and/or appeal are supported throughout the process. It is important that students are treated with dignity and respect during this period.
- 2.4.** Impartiality underpins the fairness of Sysco's Concerns, Complaints and Appeals Policy as any potential conflicts of interest will rule staff out from participating in the process.
- 2.5.** All decisions relating to complaints and/or appeals will be made in a timely manner.

3.0 Complaints Procedure

4.1. Sysco aim to provide an efficient service to all our customers; whilst every effort is taken, sometimes a client is dissatisfied about the service or treatment they receive. In these circumstances you have a right to complain and to have it investigated. We aim to learn from any complaints received as we consider this process to be critical in the continuous improvement of our systems, procedures and client delivery.

4.2. The first step is to raise your complaint with the relevant manager responsible for the service that you are complaining about. If you are not satisfied with how your complaint has been handled, you may begin the formal complaint procedure. Details of how to do this are set out below.

Please fill in the complaint form; this can be obtained by contacting the Quality Manager. Once you have completed the details of your complaint this needs to be sent to the Quality Manager. Alternatively, you can make your complaint in person, over the phone or via email.

4.3. The information that we will require when you are making a complaint includes;

- Your name, address and contact details
- What your complaint refers to
- The names of the people involved where applicable
- Your thoughts on how you wish to see the issue resolved

4.4. We would hope that wherever possible your concerns would be resolved at the first point of contact. If a formal appeal is made you will receive a telephone contact from the Quality Team in acknowledgment and, within 7 working days, written confirmation of the receipt of your appeal.

The complaint will be investigated by the Quality Manager and you will normally receive a response within 30 working days, unless your complaint is particularly complex in which case we will keep you informed and provide an estimated timescale as to when you should expect to receive a response.

Sysco is also a member of the OIA (Office for Independent Adjudicator), to whom you can raise a final complaint should you still be dissatisfied upon exhausting all avenues through Sysco's internal complaints process.

4.0 Further Reading

For any further information that may be required in terms of Higher Education Concerns, Complaints and Appeals, please refer to the Sysco HE Academic Appeals Policy. This policy are available at the link below;

<https://www.sysco.uk.com/higher-education/policies-and-procedures/>