

**MSc Complaints Procedure**

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| **Stage 1** | Student to email the MSc Coordinator with full details of the complaint.  |
| **Stage 2** | Perpetuity Training to send an acknowledgment in writing, i.e email (preferred), to the student. |
| **Stage 3** | MSc Coordinator will investigate the complaint and discuss with the student and any other relevant parties.  |
| **Stage 4** | MSc Coordinator will reply with a resolution or if resolution is not able to be reached will escalate to:1. Senior Manager
2. Director
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| **Stage 5** | A meeting/s will be arranged with the Student and relevant parties, which may include University of West London personnel to discuss the complaint and possible resolution further. |
| **Stage 6** | The student will be contacted in writing by email once a resolution has been agreed. |