

1.8 COMPLAINTS POLICY

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Approved by	SMT		
Policy Group	Operations		
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External Reference points	▪ Higher Education Commission (HEC) Pakistan – Quality Assurance Framework and relevant policies (where applicable) ▪ Academic Regulations of Partner Universities and Awarding Bodies		
Version Control			
Previous Version	New Version	Date	Update/Notes
V4.1	V4.2	14-04-2026	Added details in the formal investigation and panel hearing.

POLICY FRAMEWORK

IVY actively seeks and reviews student feedback on teaching, learning support, campus services, and the overall student experience. IVY uses complaints to resolve issues fairly and on time, and to improve systems and service quality.

IVY handles complaints confidentially and shares information only with Committee/Panel/Staff who need it to investigate and decide the case. Students can access the complaint form through the campus office and are informed about the complaints process through staff and the Student Programme Handbook.

This policy applies to all students enrolled at IVY.

HOW TO SUBMIT A COMPLAINT

Initially, the student who is considering submitting a complaint should attempt to resolve the concern directly with the appropriate faculty member, staff member or student. If the complainant is not satisfied or not willing to address the issue with the individual, a formal process may be initiated through the following:



Students can submit a complaint through:

- o complaint form submitted through the QR Code placed in the campus
- o email at the complaints@rootsivy.edu.pk
- o sealed written complaint handed to the HOI/PL/QA for confidential forwarding

COMPLAINT HANDLING PROCEDURE

TIMING OF COMPLAINT SUBMISSION

- A complaint should be submitted as soon as possible after the issue occurs and, where feasible, during the same academic period in which the matter arose.
- Late complaints may be accepted where there is a reasonable justification, but the IVY may consider whether delay affects the ability to investigate fairly.

RECEIPT AND INITIAL SCREENING

- All complaints must be recorded in the IVY's complaints register upon receipt.
- All recorded complaints are referred to the Quality Nominee for an initial review to confirm:
 - the complaint falls within the scope of this policy
 - the complaint contains sufficient information to proceed
 - immediate risk issues require urgent action
- The Quality Nominee will attempt an early or informal resolution where appropriate and proportionate. If resolved at this stage, the outcome is documented and closed.

FORMAL INVESTIGATION AND PANEL HEARING

- Where early resolution is not possible, the Quality Nominee will initiate a formal investigation within five working days of the complaint being recorded.
- A committee or panel will be constituted to consider the complaint. The panel should be impartial and free from conflicts of interest.
- The panel may convene a hearing where required. The hearing will be conducted in the presence of the affected parties, unless safeguarding, confidentiality, or welfare considerations require an alternative arrangement.
- The panel will:
 - gather and review relevant evidence
 - interview or seek written statements from the complainant and the respondent where necessary
 - document key facts, findings, and reasons for any decisions

DECISION AND RESPONSE TIMELINE



Following evaluation, the panel will submit its findings and recommended decision to the Head of Institute.

- The Head of Institute must issue a written response within five working days of receiving the panel recommendation, subject to any justified extension.
- The written response will include:
 - the decision and reasons
 - any remedial or corrective actions, where applicable
 - timelines for actions and responsible persons, where relevant
 - the right to appeal and the appeal process

APPEAL AND REVIEW PROCESS

- If the complainant is not satisfied with the decision, the complainant may request a review by submitting an Appeal Request or Appeal Form to the Quality Assurance function or the Director Academics within three working days of receiving the decision, for continuation of the same complaint.
- If new matters arise that are separate from the original complaint, the complainant should submit a new Complaints Form within five working days of receiving the decision.
- An appeal will only be considered if it is based on at least one of the following grounds:
 - the published procedures were not followed correctly
 - the complainant was not given a fair opportunity to present evidence
 - the decision was not supported by sufficient evidence to justify the resolution
- The appeal outcome will be communicated in writing, with reasons, and will normally be treated as final within the IVY's internal procedures.

COMPLAINT RESOLUTION

- Once the decision has been made regarding the complaint, all parties concerned will be accordingly informed verbally and/or through email. This complaint with its resolution decision will also be kept in record for programme appraisal purposes and shall be part of the self-assessment form for quality assurance.
- The Quality Nominee produces termly complaint trend summaries for senior management review.
- Complaint records, including supporting evidence and panel findings, are retained securely for a minimum of five years from the date the complaint is closed, or for as long as required by an active case or applicable legal requirement, after which they are reviewed for secure disposal.



WITHDRAWING YOUR COMPLAINT

You may withdraw your complaint at any time by contacting the member of staff who is dealing with your complaint. This will close your complaint.

GROUP COMPLAINTS

IVY allows group complaints. The group must nominate a representative. Each student must consent to representation in writing.

ANONYMOUS COMPLAINTS

IVY may consider anonymous complaints where there is credible risk of harm or serious misconduct. IVY will explain to students that anonymity may limit investigation and evidence testing.