



Annex A1 – Guidance Note for Stage 2 Formal Complaints

This guidance note explains how students should use the Stage 2 Formal Complaint Form and what to expect once it has been submitted. It is intended to ensure clarity, transparency, and consistency in the complaints process.

1. What is Stage 2?

- » **Stage 2 is the formal complaint stage. Students may move to Stage 2 if:**
 - » They have tried to resolve the issue informally (Stage 1) with staff but remain dissatisfied, or
 - » The issue is serious enough that informal resolution is not appropriate.

2. How to Submit Your Complaint

- » **Completed Stage 2 Complaint Forms can be submitted in either of the following ways:**
 - » By email to: complaints@mhi.college (preferred secure channel)
 - » By hard copy to: The Academic Director, Mortha Halls of Ivy Ltd, Unit 6, Castle Court 2, Castlegate Way, Dudley, DY1 4RH

You will receive written acknowledgement of your complaint within 5 working days of submission.

3. Confidentiality and Data Protection

All complaints are treated as confidential.



Your information will be handled in line with the UK GDPR and our Data Protection Policy.



Only staff directly involved in handling the complaint will have access to your details.



4. Timescales and Outcomes

Stage 2 complaints are reviewed by the Academic Director.

A full written response will normally be provided within 25 working days.

- ◆ Where more time is required, you will be informed of the reasons and the expected timeframe.
- ◆ If your complaint is upheld, we will confirm the remedies or actions to be taken.

5. Next Steps if You Remain Dissatisfied



If you are unhappy with the Stage 2 outcome, you may escalate your complaint to Stage 3 (Final Review) within the institution.



Once the internal process has been completed, and if Mortha Halls of Ivy is registered with the Office for Students, students will also have the right to refer the matter to the Office of the Independent Adjudicator for Higher Education (OIA).



Annex A1: Stage 2 – Formal Complaint Form

This Stage 2 Formal Complaint Form is to be submitted where informal resolution has not been successful. Higher Education students may submit the completed form via the secure complaints email address complaints@mhi.college or in hard copy to the Academic Director's office. All complaints will be acknowledged within 5 working days, and handled confidentially in line with our Complaints Handling Policy.

Section A: Complainant Details

Full Name:

Student ID:

Programme of Study:

Contact Email:

Phone Number:

Section B: Nature of Complaint

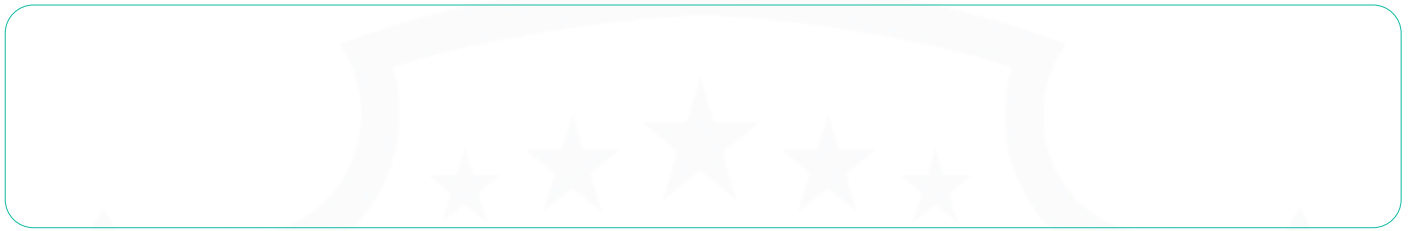
Please describe the issue, including relevant dates and individuals involved: (Add more pages and number them if necessary)

Section C: Steps Taken So Far

Have you attempted to resolve the issue informally? If so, please explain: (Add more pages and number them if necessary)

Section D: Evidence

List any documents you are attaching as evidence (e.g. emails, letters, screenshots):



Section E: Desired Outcome

What outcome or resolution are you seeking?



Section F: Declaration

I confirm that the information provided is accurate to the best of my knowledge.

Signature: _____

Date: _____

All personal information provided will be treated as confidential and handled in accordance with the UK GDPR and our Data Protection Policy. Stage 2 complaints are reviewed by the Academic Director and reported in summary form to the Governing Body for oversight of trends and systemic improvements. Students will receive a written outcome within 25 working days of submission.

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