

Lancaster University Applicant, Complaints Policy for International Student Recruitment Agents or Representatives

1. General Principles

- 1.1 We acknowledge that occasionally, applicants or students may have reason to question or express concern to Lancaster University about an agent, with whom Lancaster University have an agreement. For instances where this is the case, the University has processes which allow applicants or students to submit a complaint.
- 1.2 Applicants who experience a problem with their agent should raise the matter informally, in the first instance, with the International Student Recruitment team. If the matter is not satisfactorily resolved, applicants may invoke the formal process outlined in this document.
- 1.3 All complaints made to the University are handled confidentially in accordance with General Data Protection Regulation (GDPR) and the Data Protection Bill as outlined on the [Rights of the Data Subject](#) webpage.
- 1.4 The University will not consider complaints submitted by third parties without the written consent of the applicant.

2. Scope

- 2.1 This policy covers complaints relating to the use of agents or recruitment representatives with whom Lancaster University have an agreement. Once a student has enrolled at the University, this policy is no longer applicable.

3. Definitions

- 3.2 A complaint is a statement of dissatisfaction concerning:
 - the actions, lack of actions, or behaviour of an agent with whom Lancaster have an agreement.

If a complaint is successful, the University may offer an apology and/or a commitment to revise policy or procedures.

4. Complaints and grounds for complaint

- 4.1 Most complaints are resolved satisfactorily on an informal basis. Complaints that cannot be resolved informally may be escalated through the formal complaints procedure.

- 4.2 Complaints should be raised as soon as problems arise to enable prompt investigation and swift resolution. Applicants may raise a complaint within 21 days of becoming aware of the issue, unless there is a good reason for delay. The University will acknowledge receipt of the complaint via email.
- 4.3 An annual review of formal complaints is undertaken by the Head of International Student Recruitment to ensure that necessary corrective actions, recommendation and process changes are in place.

5. Complaints process

5.1 Stage One – Informal Complaint

- 5.1.1 In the first instance, applicants should raise complaints with the International Student Recruitment team (via internationalrecruitment@lancaster.ac.uk).
- 5.1.2 Regional Managers or Officers will gather the information required for assessing the complaint and respond directly to the applicant.
- 5.1.3 If the complaint is not satisfactorily resolved, applicants may follow a formal complaints procedure.

5.2 Stage Two – Formal Complaint

- 5.2.1 If a complaint has not been resolved informally, applicants may submit a formal complaint;
- 5.2.2 Formal complaints must be submitted by email or in writing to the International Student Recruitment team (via internationalrecruitment@lancaster.ac.uk) within 21 days of receipt of the response to the original informal complaint.
- 5.2.3 The request will be considered by the Head of International Student Recruitment who will review all previous documentation relating to the case and may seek additional information from the applicant and/or the other parties involved. Having investigated the issues raised, the Head of International Student Recruitment may decide:
- to confirm the original decision made on the case by the Regional Manager or Officer;
 - to uphold the complaint and propose a resolution of the matter to the applicant;
 - to refer the matter for consideration in line with another University procedure.
- 5.2.4 The Head of International Student Recruitment decision on a complaint is final and there is no further procedure within the University for such cases to be reviewed.

6. Complaints made directly to the Vice-Chancellor and/or Senior Officers of the University

- 6.1 If a complaint relating to agents is made directly to the Vice-Chancellor and/or Senior Officers of the University, it will be passed to the Head of International Student Recruitment who will ensure that it is dealt with in accordance to this policy.