

Complaints Policy

1. Introduction

- 1.1. Independent Higher Education (IHE) is committed to maintaining high standards of conduct and compliance with its Membership Regulations, including the Code of Conduct for Members. This policy outlines the process for handling complaints related to breaches of these regulations.

2. Scope

- 2.1. This policy applies only to complaints alleging breaches of IHE Membership Regulations.
- 2.2. It does not offer remedies for individual issues but provides a framework for investigating alleged breaches.
- 2.3. Other complaints from students should be addressed through their institution's internal complaints process. If unresolved, and where relevant, they should be referred to the Office for the Independent Adjudicator (OIA).
- 2.4. Other complaints from staff regarding employment matters should follow their employer's internal grievance procedures and/or whistleblowing policies and, where applicable, the Advisory, Conciliation and Arbitration Service (ACAS) .

3. Procedure for submitting a complaint

- 3.1. Complaints should be submitted via email to info@ihe.ac.uk or chiefexec@ihe.ac.uk. The complaint should:
 - 3.1.1. Specifically state that it is a complaint against a Member, and name the Member;
 - 3.1.2. Indicate which Regulation may have been breached;
 - 3.1.3. Include the background and history of the concerns including any attempt to raise the issue with the Member;
 - 3.1.4. Include as much detail as possible including names, dates and places (where possible) and supporting evidence, where available.
- 3.2. The complainant will receive an acknowledgment of receipt within 5 working days.
- 3.3. Anonymous complaints and verbal complaints are more difficult to address effectively, but may be considered after taking into account the seriousness of the issue, the credibility of the disclosure, the available evidence, and the likelihood of being able to investigate the matter and confirm the allegation from alternative sources.

4. Investigation Procedure

- 4.1. Credible complaints alleging breaches of IHE Member Regulations will be investigated following the procedure set out in Regulation M10. Possible outcomes of an investigation include:
 - 4.1.1. Placing the Member under investigatory probation

INDEPENDENT HIGHER EDUCATION

Regulation GP6
Version 1.0
Date for review: Q2 2026

- 4.1.2. Requesting remedial actions
- 4.1.3. Suspension of Membership
- 4.1.4. Termination of Membership
- 4.2. In some cases, these investigatory procedures and outcomes will be confidential so the complainant may not be informed of the outcome.