



Policy Title	Student Complaints Procedure
Version	№ 2
Effective Date:	September 9, 2026
Approved by:	Academic Council
Scope:	University wide
Purpose:	To update the existing policy in line with ERP functionality and make the process fairer and more effective by maintaining a database of complaint submissions, ensuring a transparent investigation and resolution processes by clear assignment of roles, and implementing structured reporting.

1. Scope of Student Complaints

1.1 **Student Complaint** refers to a case where a Student has complaint(s) against the University in relation to delivery of teaching, support and maintenance services, university facilities, administration, or any other concern that can be raised in the Student-University relationships.

1.2 Matters that fall under the student complaints procedure are:

- **Teaching, Learning and Academic Support** such as poor quality of teaching, inadequate academic support, unreasonable delays in providing feedback, failure to deliver scheduled classes without appropriate replacement, inadequate access to learning resources required for the programme.
- **Administrative Services** such as errors in student records, delays in processing applications, enrolment, graduation, or programme transfers, incorrect attendance records due to administrative error, delays in issuing transcripts, certificates, or official documents, poor communication from administrative departments, failure to respond to student enquiries within published service standards.
- **Staff and Student Conduct** such as unprofessional, inappropriate, or discourteous behaviour by University staff, bullying, harassment, discrimination, or victimization, abuse of authority, failure to treat students fairly and respectfully, breach of confidentiality, behaviour that negatively affects the learning environment.
- **Failure to Follow University Procedures** such as failure to apply University regulations correctly, failure to follow published procedures, excessive delays in handling a complaint or appeal, failure to communicate decisions properly, bias, conflict of interest, or procedural irregularity by a committee, maladministration during an investigation.
- **Student Services** such as incorrect tuition fee charges, errors in scholarship administration, problems with accommodation services (dormitory), poor quality of student support services, inadequate careers advice or wellbeing services.
- **University Facilities** such as inadequate classrooms, poor condition of teaching facilities, problems with library services, IT system failures affecting learning, health and safety concerns, accessibility issues for students with disabilities.



- 1.3 The following matters are generally not classified as complaints because they relate to the exercise of academic judgment by academic staff:
- Assessment and Examination Results
 - Decisions of Progression Board
 - Decisions of Academic Misconduct, Extenuating Circumstances and Appeal Committees.

Instead, they should be dealt with under the Academic Appeals Policy, provided the student has valid grounds for an appeal (e.g., procedural irregularity, bias, or failure to apply regulations correctly), rather than simply disagreeing with the academic decision.

2. Time limit for raising a complaint

- 2.1 Generally, it is in the best interests of the student and the university if any concern or complaint is raised as soon as possible after the relevant incident has occurred.
- 2.2 A complaint will normally be considered if the issue was informally raised in accordance with Stage 0 proceedings within **14 days** of the relevant incident occurred.
- 2.3 If the student remains dissatisfied with the Stage 0 outcome, or if the student has been informed that the informal resolution is not applicable to the issue raised, the student shall have **5 working days** to submit a formal Stage 1 Complaint Form.
- 2.4 If the student fails to comply with time limit requirements provided in the procedure, the university will consider whether such student has valid reasons for delay, such as health condition, psychological state, fear of persecution, the sensitive nature of the issue, late receipt of information, or other objective extenuating circumstances.

3. Principles of Complaint Procedure

- 3.1 This procedure applies to all registered students of the university in accordance with Admissions policy.
- 3.2 The University guarantees that any student lodging a complaint will not be adversely affected by the fact of raising matter or with any decision rendered on the matter.
- 3.3 The student will have a fair opportunity to present his or her complaint and will be provided with clear reasons for the outcome produced at each stage of the procedure.
- 3.4 It is in the mutual interests of the student and the university to resolve concerns and issues informally, at the initial Stage 0 of the Procedure.
- 3.5 The University will strive to conduct fair proceedings at all stages of complaints and keep certain information confidential where necessary.
- 3.6 A group of students can launch a joint complaint.
- 3.7 If a complaint contains signs of discrimination, harassment, bullying, threats to safety, or any other serious violation, the University has the right to apply a special procedure or immediately refer the matter to the competent unit, without requiring passage through an inappropriate informal stage (Stage 0).
- 3.8 An anonymous complaint is generally not accepted for formal consideration, since it is necessary to establish the identity of the complainant and ensure a full investigation.
- 3.9 The University may consider anonymous information if it indicates a serious risk to student safety, discrimination, harassment, bullying, threats to health, or another serious violation.
- 3.10 The University will adjust its procedure where necessary.

4. Expected conduct during the procedure

- 4.1 During the procedure, all students are expected to maintain a good conduct according to the University's Student Code of Conduct.
- 4.2 The University Complaints Committee reserves a right to terminate proceedings, if it finds the complaint raised to be of frivolous or vexatious nature.



- 4.3 At all stages of proceeding, all parties are required to preserve confidentiality. However, details of complaint may need to be disclosed to the relevant parties to carry out a full investigation.
- 4.4 Staff and students are required to submit all necessary documents and evidence, and are expected to co-operate with the University in investigation process.
- 4.5 The Student Complaints Procedure is not a disciplinary procedure, although an upheld complaint may give rise to such a procedure. The University may decline to settle the complaint while any matter intrinsic to it is the subject of disciplinary or other formal procedures within the University.
- 4.6 A member of the Committee or any other participant in the process is obliged to declare a conflict of interest and must not take part in the consideration, investigation, or decision-making if they are directly connected to the subject of the complaint or if their impartiality could reasonably be called into question.

5. Student Complaints Procedure

5.1 Stage 0: Informal resolution stage

- 5.1.1 The purpose of Stage 0 is to address promptly the raised issues and concerns in an informal ambience.
- 5.1.2 The University expects that the majority of issues and concerns can be resolved informally at Stage 0 through discussion between the staff and the student involved in the matter raised.
- 5.1.3 The student should send an email from an official University account to the member concerned, which constitutes commencement of informal proceedings.
- 5.1.4 The student should:
 - be specific about the problem;
 - describe the issue succinctly;
 - provide supporting documentary evidence where appropriate;
 - state the outcome sought – be clear and realistic;
 - if unsure who to contact, send an email to help.desk@bmu-edu.uz.
- 5.1.5 Upon receipt of the student's request, the relevant staff member(s) will swiftly organise a meeting with the student to discuss concern raised.
- 5.1.6 The Stage 0 will normally lead to one or a combination of the following outcomes:
 - a solution to the student's issue or concern;
 - an explanation in case if the desired outcome cannot be achieved;
 - an apology, where it is appropriate to do so;
 - the University finds that the issue cannot be resolved on an informal basis and, therefore, may guide the student to submit an official complaint under Stage 1.
- 5.1.7 Examples of instances when the University will refer the student directly to the Stage 1 proceedings include, but are not confined to:
 - if a detailed investigation is required;
 - if the student is seeking a financial outcome;
 - if it is not appropriate to grant the outcome sought on an informal basis;
 - if the complaint is of a sufficiently serious nature.
- 5.1.8 The Staff member should issue a written report on the outcome upon student's request or when it is appropriate to do so.
- 5.1.9 If the student is dissatisfied with the outcome of Stage 0 or when the University finds informal proceedings inappropriate, the student will be directed to submit an official complaint form to proceed to Stage 1 of formal hearing.

5.2 Stage 1: Formal complaint

- 5.2.1 To submit a formal Stage 1 complaint, the student needs to fill in the Stage 1 Complaint Form and send it via the Complaint Form (Stage 1) available in the student's ERP account.



- 5.2.2 The student may submit the Stage 1 Complaint Form if:
- he or she is unsatisfied with the outcome of the Stage 0; or
 - the university believes that the concern raised to be directly referred to the Stage 1 of formal complaint.
- 5.2.3 A Stage 1 Complaint will only be considered if it is made within **5 working days** from the Stage 0 outcome, or within **5 working days** from informing the student that the issue or concern raised cannot be heard under informal proceedings.
- 5.2.4 If the student did not exhaust the Stage 0, he or she may be referred to the Stage 0 where appropriate. Examples of reasons where it may not be appropriate to resolve the issue or concern informally are provided in Section 0.6 of this procedure.
- 5.2.5 The Stage 1 Complaint Form includes the following information:
- complainant's name, address, contact telephone numbers, University email address, student number and programme of study;
 - the nature of the complaint (attaching any supporting evidence where available);
 - an outline of the steps taken to resolve the complaint informally at Stage 0, if applicable;
 - details of the outcome the complainant is seeking.
- 5.2.6 Receipt of the complaint will be acknowledged by the designated SAS officer within **3 working days**.
- 5.2.7 The designated SAS officer will then refer the complaint to the University Complaints Committee, consisting of the Vice-Rector for Academic Affairs, the Dean of the relevant programme or the Head of the relevant department, and the Head of the SAS Department that will be responsible for conducting investigation, collecting relevant information and evidence, and issuing the outcome to the Student.
- 5.2.8 The University will take into consideration matters that need quick resolution. The matters include, but are not limited to, complaints allegation of serious harm, medical evidence that matter complained of has serious effect on the student's health, complaints related to serious service failure, or highly sensitive complaints. However, the University must balance between thorough investigation of a complaint and quick resolution.
- 5.2.9 Normally, the University Complaints Committee will need to conduct interview(s) with the student to carry out the investigation. In this situation the student has a right to be accompanied by a 'friend'. Another member of administration staff will minute the meeting, and copies of the minutes will be handed over to the student.
- 5.2.10 The Stage 1 outcome and the Stage 1 investigation report will normally be emailed to the student within 20 working days of submission of the Stage 1 Complaint Form, unless a complex and prolonged investigation is required, in which case the student will be informed about timescales.
- 5.2.11 If the University Complaints Committee upholds the complaint, it should issue a remedy. The designated SAS officer will inform the student about the remedy and date of implementation.
- 5.2.12 The designated SAS officer will send a copy of the Stage 1 outcome letter and the Stage 1 investigation report to Complaint Form into the ERP / Process Street workflow and will email the Stage 1 outcome letter and the Stage 1 investigation report to the student.
- 5.2.13 The Stage 1 outcome letter should include:
- the procedure(s) followed;
 - whether the complaint is upheld, partially upheld or not upheld;
 - the remedy for the complaint, if the complaint is upheld or partially upheld;
 - inform the student that they may request a review of the outcome at Stage 2.
- 5.2.14 The Stage 1 investigation report should include:
- a report of the complaint and the findings;



- minutes of any interviews/meetings held to investigate the complaint;
 - a copy of all evidence considered relating to the complaint;
 - a copy of correspondence with the student, and any relevant emails between University staff.
- 5.2.15 The Stage 1 complaint and the response will be formally recorded, and anonymised details will be reported to the Head of the Registrar's Office.
- 5.2.16 The Complaints Committee makes a decision on the substance of the complaint based on the investigation report. The staff responsible must not simultaneously make the final decision on the same complaint.
- 5.2.17 The composition of the Complaints Committee should be determined depending on the purpose of the complaint, headed by the Vice-Rector for Academic Affairs.
- 5.2.18 A Committee member with a conflict of interest or direct involvement in the event is recused; a substitute member is appointed.
- 5.2.19 If the complainant is not satisfied with the Stage 1 investigation or its outcome, they may wish to pursue the complaint at Stage 2 of the Procedure. If the student wishes to request a Stage 2 review of the complaint, they must submit a Stage 2 Complaint Form within **5 working days** of receiving the Stage 1 outcome letter and the Stage 1 investigation report.

5.3 Stage 2: Review

- 5.3.1 If the student is not satisfied with the outcome or investigation report of the Stage 1, he or she may pursue the review the complaint at the Stage 2 of the Procedure.
- 5.3.2 If the student wishes to request a Stage 2 review, he or she should fill in the Complaint Form (Stage 2) available in the student's ERP account within **5 working days** of receipt of the Stage 1 outcome letter and the Stage 1 investigation report.
- 5.3.3 The complainant should also attach:
- the Stage 1 outcome letter and Stage 1 investigation report;
 - a statement of why the complainant remains dissatisfied;
 - details of the outcome the complainant is seeking.
- 5.3.4 Rector will review the complaint and determine:
- whether the Stage 1 outcome was reasonable in the circumstances;
 - whether the relevant procedure(s) were followed;
 - whether the student has been provided with clear reasons for the outcome of the complaint at Stage 1;
 - consider any new information which the student was unable to provide for valid reasons earlier the process; and
 - consult as appropriate with a view to determining a suitable resolution of the complaint.
- 5.3.5 Normally, the Stage 2 Review procedure will not consider the issues afresh or involve a further investigation.
- 5.3.6 Rector will submit a report to the University Complaints Committee, with a recommendation as to remedy, if appropriate. The University Complaints Committee will issue the University's formal Stage 2 response to the complainant. A full response will normally be sent within **15 working days** of submission of the Stage 2 complaint, unless delay is unavoidable, in which case the complainant will be kept informed of the likely timescales.
- 5.3.7 The Stage 2 complaint and the response will be formally recorded, and anonymised details will be reported the Head of the Registrar's Office.
- 5.3.8 Stage 2 of the Student Complaints Procedure concludes the University's procedures in relation to complaints, and the complainant will normally be issued with a Completion of Procedures Letter. Stage 2 is the final internal stage of complaint consideration, unless otherwise provided by legislation or the University's internal documents.



6. Recording, reporting and learning from complaints

- 6.1 Following the outcome of an upheld or partially upheld complaint, the University Complaints Committee will be responsible for formally deciding what corrective action should be implemented, if any.
- 6.2 Examples of corrective action may include, but is not limited to, a change to policy, procedure or practice and relevant staff training.
- 6.3 Stage 1 and Stage 2 complaints shall be recorded and reported to the Academic Council annually.
- 6.4 The following details will be recorded and reported:
- the complainant's programme and part of study
 - the complainant's age, gender, ethnicity and whether the complainant has a disability.
 - the complainant's name shall not be reported. If the student considers that this makes him or her identifiable, upon the request of the student this information shall not be reported.
 - summary of the complaint, whether or not the complaint was upheld and the remedy to resolve the complaint where appropriate.
- 6.5 The annual analysis should identify recurring issues, evaluate the effectiveness of corrective actions, and generate proposals for improving educational and administrative processes.
- 6.6 Reporting should include the number of complaints by category, timelines for consideration, the proportion of upheld/partially upheld complaints, recurring causes, and the status of corrective actions, without the possibility of identifying a specific student.

Revision History

Version	Approved by	Approval Date	Description of Change
2	Academic Council	September 9, 2026	Updated the Student Complaints Procedure to improve the complaint process, clarify roles and responsibilities, and introduce ERP-based submission, recording, reporting and monitoring