

Complaints and Appeals

1. MIUC Complaints Procedure

MIUC seeks to maintain high standards in its provision of courses, services and facilities to its students. MIUC has an established 3-stage student complaints procedure to deal with complaints in a fair, prompt and efficient manner.

Complaints will be addressed informally or formally through a three-stage process.

- Stage I: Informal resolution of complaints
- Stage II: Formal resolution of complaints
- Stage III: Complaint review

The complaints procedures and complaints forms are published on MIUC's [website](#):

- MIUC Student Complaints Procedure
- Complaint Form Stage I
- Formal Complaint Form Stage II
- Formal Complaint Form Stage III

2. MIUC Complaints Data

No formal complaints were made to the MIUC Registrar in the Academic Year 2024/25.

All informal complaints were dealt with satisfactorily.

Number of student complaints	
	Year 24/25
Number of complaints submitted	0

3. Appeals

The University of West London appeal regulations provide a single process for students who wish to appeal against outcomes arising from the following procedures:

- a) Assessment Boards;
- b) Research Degree Examination Panels;
- c) Academic Offences Regulations;
- d) Course Withdrawals;
- e) Exceptional Circumstances Regulations;
- f) Fitness to Practise Panels;
- g) Fitness to Study Panels
- h) Student Disciplinary Procedures

A student may appeal to the University on one or more of the following grounds:

- a) procedural error: where the process leading to the decision being appealed against was not conducted in accordance with the University's procedure.
Procedural error shall include alleged administrative or clerical error, and bias in the operation of the procedure;
- b) that exceptional circumstances, illness, or other relevant factors were not made known at the time for good reason*, or were not properly taken into account

- c) that, where the appeal is against a Panel decision, the decision of the Panel was manifestly unreasonable.

The appeals procedure and appeal forms are published on the University of West London's [website](#) – see Concerns and complaints.

4. MIUC Appeals Data

No appeals were made to the University of West London in the Academic Year 2024/25.

Number of student appeals	
	Year 24/25
Number of appeals submitted	0
Number of appeals upheld by the University	0
Number of appeals dismissed by the University	0

5. Complaints about Admissions Procedures

If an applicant wishes to make a complaint about admissions to Marbella International University Centre when they are applying to study with us, they should contact the admissions team in the first instance:

Telephone: + 34 952 860 000 or e-mail admissions@miuc.org.

If the complaint is still not resolved, then please write with full details to:

Admissions
Marbella International University Centre,
Avenida Don Jaime de Mora y Aragón,
s/n Finca El Pinillo,
29601 Marbella, Málaga, Spain

or via e-mail at: admissions@miuc.org.