



**MARBELLA
INTERNATIONAL
UNIVERSITY
CENTRE**

Marbella International University Centre (MIUC)

Student Complaints Procedure

Responsibility of:	MIUC Dean
Initial Approval date:	05 March 2026
Approved by:	MIUC Academic Board
Revised	
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MIUC Student Complaints Procedure

1. General Principles

- 1.1. MIUC seeks to maintain high standards in its provision of courses, services and facilities to students. MIUC has established its student complaints procedures to deal with legitimate complaints from students in a fair, prompt and efficient manner.
- 1.2. Complaints will be addressed through a three-stage process:
Stage I: Informal Resolution of Complaints
Stage II: Formal Complaints Procedure
Stage III: Review.
- 1.3. All complaints will be dealt with without recrimination and no student will be disadvantaged on account of raising a complaint. Students may complain individually or collectively, where appropriate. Complaints will be investigated objectively. Anonymous complaints will not be accepted.
- 1.4. All complaints will be dealt with constructively and the student will be informed of the outcome. Where a complaint is upheld, MIUC will make an appropriate response including taking any necessary corrective action. Means of redress include an explanation of actions taken or planned and written or oral apologies.
- 1.5. All complaints will be dealt with in confidence with the proviso that any person about whom a complaint is made shall be supplied with a copy of the complaint. A student may be asked to attend an interview with the member of staff investigating their complaint.
- 1.6. A record of Stage II complaints received from students and the means of resolution will be kept by MIUC's Registrar and reported annually to the MIUC Academic Board as part of monitoring and quality assurance processes. No information that will identify any individual will be available within the report.
- 1.7. A student may seek advice from the Academic Department at MIUC when making a complaint. Under no circumstances may the student be represented by an external organisation. Under no circumstances shall the costs be re-claimable save for expenses in exceptional cases.
- 1.8. For students under the age of 18 additional support may be provided.
- 1.9. Where a complaint made by a student is believed to be frivolous, vexatious or motivated by malice, MIUC reserves the right to take disciplinary action against the student.
- 1.10. Advice on whether the complaints procedure applies and how it operates may be sought from the MIUC Dean or their nominee.

2. Scope of the Student Complaints Procedure

- 2.1. This procedure is designed to deal with complaints arising from:

- i. provision of academic services described in the MIUC's publications including teaching, content of courses, support for learning
- ii. incorrect or misleading information about services provided by MIUC
- iii. provision of other MIUC services described in literature published by MIUC.

2.2. The Student Complaints Procedure does not cover the following:

- i. any matters relating to examination and assessment procedures or academic appeals.
- ii. disciplinary issues.
- iii. admissions procedures prior to enrolment as a student of MIUC. 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

- iv. complaints about student accommodation.

2.3. Where a student makes a complaint about the behaviour of another student or about unacceptable behaviour of MIUC staff, the MIUC Dean and/or the MIUC Chief Operating Officer shall consult as appropriate and determine the correct student or staff procedure or policy to be followed. Where appropriate the complaint will be referred under the staff or student disciplinary procedures. Such determination shall be final.

2.4. This procedure applies to all enrolled students with Marbella International University Centre and the University of West London.

3. Stage I: Informal resolution of complaints

- 3.1. If a student requires advice or wishes to discuss the matter before making a complaint, they should consult their personal tutor or a staff member of the Academic Department or Service.
- 3.2. The complaint may be made orally or in writing, normally **within ten working days** of the incident or action from which the complaint arises, or in any event as soon as possible.

- 3.3. Most complaints will normally be resolved informally by an appropriate member of MIUC staff.
- 3.4. The member of staff to whom the complaint is made will investigate or refer the complaint. A response will be made to the student via email, normally **within ten working days**.
- 3.5. If the student is dissatisfied with the outcome of this informal procedure, then they should follow the procedures described in the formal complaints procedure below.

4. Stage II: Formal complaints procedure

- 4.1. A complaint under this procedure should be made to the MIUC Registrar, in writing, normally within **twenty working days** of the incident or action from which the complaint arises, or the outcome of the informal resolution.

The following details must be provided:

- a full statement of the complaint
- brief details of the steps already taken to resolve the complaint
- reasons for the student's dissatisfaction with the attempts to resolve the complaint
- what the student would like done
- what remedy the student is seeking
- a copy (not original documents) of any documentary evidence the student wishes to submit
- the student's name and the University of West London student ID number
- full contact details for the student (including preferred method of contact e.g. email)
- whether the student has support and if so whom.

The complaint should be addressed to:

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

or via e-mail at: Jelena.Krajacic@uwl.ac.uk

- 4.2. The MIUC Registrar will determine whether all the necessary information has been provided and may contact the student requesting additional details and evidence. In all cases, the MIUC Registrar will acknowledge receipt of the complaint within **5 working days**.

- 4.3. The MIUC Registrar will forward the complaint to the appropriate person who will investigate the complaint using the information provided by the student in their written statement of the complaint. A response, detailing the investigation, will be sent to the student in writing within **twenty working days** of the full complaint being acknowledged by MIUC. The response sent to the student must be copied to the MIUC Registrar and all relevant parties.
- 4.4. In instances where it has not been possible to resolve the complaint within 20 working days for a legitimate reason, the relevant area investigating the complaint shall write to the student and inform them of:
- The name of the person investigating their complaint
 - The reason for the delay
 - The date by which the student will be notified of the outcome.

The letter sent to the student must be copied to the MIUC Registrar and all relevant parties.

5. Stage III: Review (Completion of Procedures)

- 5.1. If a student has reason to believe that their Stage II complaint has not been handled fairly, objectively or in accordance with the procedures described above, they should request a review of their complaint. A Stage III complaint constitutes a review and not a re-investigation of the complaint. The request for a review must state the grounds on which the review is sought and should be accompanied by appropriate documentary evidence.

Valid grounds for the review of the Stage II investigation outcome are as follows:

- there were procedural irregularities in the investigation of the complaint;
 - fresh evidence can be presented which could not reasonably have been made available with submission of the Stage II Form; or
 - the outcome of the investigation was not reasonable in all the circumstances, in which case the detailed reasons for the student's dissatisfaction with the Stage II investigation and the outcome should be provided.
- 5.2. The Stage III Review request should be made in writing by completing an appropriate form, normally **within 15 working days** of the outcome of the Stage II formal resolution.

The following details must be provided:

- a full statement of the complaint including the valid grounds for the review as detailed above
- a copy of Stage II formal complaint and a copy of the Stage II outcome letter
- what remedy the student is seeking

- a copy (not original documents) of any new documentary evidence that was not available during Stage II complaint investigation
- whether the student has support and if so whom.

For non-academic complaints:

Non-academic matters include:

- poor building and/or campus maintenance;
- safety and security on campus;
- matters relating to food and drink;
- matters relating to social inclusion and student activities;
- inadequate internet and/or technology provision;
- inappropriate behaviour of member of staff;
- inappropriate behaviour of a student;
- provision of other services or facilities described in literature published by the Delivery Provider.

The complaint should be addressed to:

MIUC Dean
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: Beata.Frohlich@uwl.ac.uk

- 5.3. The MIUC Dean will review the handling of the complaint in the light of the student's written statement unless they were part of the original investigation. In this case, the complaint review will be referred to the MIUC Chief Operating Officer.
- 5.4. The MIUC Registrar (or where appropriate the MIUC Dean) may confirm or rescind an earlier decision in the light of this report. A written reply will be sent to the student **within 20 working days** of receiving the request for the review.
- 5.5. In instances where it has not been possible to review the complaint within 20 working days for a legitimate reason, the student will be informed of the reason for the delay and the date by which they will be notified of the outcome.

Following the Stage III Review by MIUC for non-academic complaints:

If the student remains dissatisfied with the outcome of the review of their non-academic complaint, they may refer their case for external review via the Spanish authorities shown below.

For non-academic complaints:

Junta de Andalucía (suggestions/complaints): Students may file a complaint via the Junta's *Libro de Sugerencias y Reclamaciones*:

<https://www.juntadeandalucia.es/organismos/transparencia/relaciones-ciudadania/sugerencias-reclamaciones.html>.

Consumer Protection (Consumo): If the complaint relates to a paid service (e.g., fees, contracts, advertising or service delivery), students may submit a *Hoja de Quejas y Reclamaciones* (including online via HOJ@):

<https://www.juntadeandalucia.es/temas/vivienda-consumo/consumo/reclamaciones.html>.

For Academic complaints:

Academic matters include:

- provision of academic services and learning resources described in the Delivery Provider's publications including teaching, content of courses, or support for learning;
- unclear assessment criteria;
- timetabling matters which impact on academic quality, for example, frequent cancellation of classes, or inappropriate teaching and study spaces;
- significant delays in marking and feedback on assessments;
- incorrect or misleading information about academic delivery provided by the Delivery Provider.

5.6. As part of the Stage III Review process, for complaints regarding academic matters, you should write to the University Secretary at the University of West London. You should send your completed form and supporting evidence to:

University Secretary,
University of West London,
St Mary's Road,
London, W5 5RF

Or via email at: university.secretary@uwl.ac.uk

5.7. The University Secretary will review the handling of the complaint in the light of the student's written statement.

5.8. The University Secretary may confirm or rescind an earlier decision in the light of this report. A written reply will be sent to the student **within 20 working days** of receiving the request for the review.

5.9. In instances where it has not been possible to review the complaint within 20 working days for a legitimate reason, the student will be informed of the reason for the delay and the date by which they will be notified of the outcome.

For Academic complaints:

6. Following the Stage III Review by the University of West London for academic matters:

Referral to the Office of the Independent Adjudicator (Completion of Procedures letter)

- 6.1. The University of West London subscribes to the independent scheme for the review of student complaints. If the student remains dissatisfied with the outcome of the review of their complaint, they may refer their case to the [Office of the Independent Adjudicator \(OIA\)](#) for external review.
- 6.2. Guidance on submitting a complaint to the OIA and the OIA Complaint Form can be found on the OIA's website. The OIA will normally only review issues that have been dealt with through the University's internal procedures.
- 6.3. To make a complaint to the OIA, the student will require a Completion of Procedures letter.
 - Where the complaint has not been upheld, the University will issue a Completion of Procedures letter automatically within 28 days from the review outcome.
 - Where the complaint has been upheld and the University has offered some resolution to the student, the student may request a Completion of Procedures letter if they do not wish to accept the resolution offered.

The Completion of Procedures letter exhausts the University's internal procedures.
- 6.4. Students may also wish to seek advice from the MIUC Dean about taking their complaint to the OIA.

Tables of complaints handling for non-academic and academic complaints are provided overleaf.

7. Tables of complaints handling for non-academic and academic complaints

NON-ACADEMIC COMPLAINTS	
Complaint Stage	Who will handle the complaint
Stage I: Informal Complaint	MIUC - Personal Tutor or a staff member of the Academic Department or Service
Stage II: Formal Complaint	MIUC - MIUC Registrar
Stage III: Review	MIUC* - MIUC Dean
Stage III Outcome	MIUC will follow the complaints process in this Student Complaints Procedure. MIUC will communicate the outcome of the decision to the student unless the Exception* applies, and the University has agreed to review the complaint.
Final Stage: External right of Review	No right of referral to OIA. If the student remains dissatisfied with the outcome of the review of their non-academic complaint, they may refer their case for external review via the Spanish authorities shown below. Junta de Andalucía (suggestions/complaints): Students may file a complaint via the Junta's <i>Libro de Sugerencias y Reclamaciones</i>: https://www.juntadeandalucia.es/organismos/transparencia/relaciones-ciudadania/sugerencias-reclamaciones.html. Consumer Protection (Consumo): If the complaint relates to a paid service (e.g., fees, contracts, advertising or service delivery), students may submit a <i>Hoja de Quejas y Reclamaciones</i> (including online via HOJ@): https://www.juntadeandalucia.es/temas/vivienda-consumo/consumo/reclamaciones.html.

* Exception: Students will have no right of Review of MIUC's decision by the University unless the University determines the complaint impacts on the student's academic progress/results or is deemed as exceptional circumstances of a serious nature.

ACADEMIC COMPLAINTS	
Complaint Stage	Who will handle the complaint
Stage I: Informal Complaint	MIUC - Personal Tutor or a staff member of the Academic Department
Stage II: Formal Complaint	MIUC - MIUC Registrar
Stage III: Review	University of West London - University Secretary The University will carry out a review of the complaint in accordance with the University's Complaints Procedures subject to the University's decision (in its absolute discretion) to determine whether a complaint falls within the definition of Academic Complaint and remit of the University to carry out a review. In circumstances where the complaint falls within the remit of MIUC (as determined by the University), MIUC shall undertake a review of the complaint in accordance with this complaint's procedure.
Stage III Outcome	Completion of Procedures Letter (COP) letter to be issued by the University, unless Stage III has been conducted by MIUC.
Final Stage: External right of Review	Right of referral to OIA.



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