

# **Bournemouth University Education Agent Complaints Process**



Complainant advises BU of complaint by email to international@bournemouth.ac.uk

#### ACKNOWLEDGMENT AND PRELIMINARY ASSESSMENT

- A). BU advises complainant and agent of receipt of complaint within 5 working days;
- B). A preliminary assessment is undertaken by BU; and
- **C).** BU advises complainant and agency whether it will proceed with an investigation.

## **NO FURTHER ACTION**

- A). BU determines to take no further action;
- **B).** BU advises complainant and agenct that it will take no further action and the reason why (e.g. if a complaint is considered frivolous or vexatious, if a significant amount of time has elapsed since the event complained about or if BU considers the issue has been appropriately dealt with by the agent informally);
- **C).** BU determines that it can provide a quick resolution if the suggested preferred outcome does not include conducting a full assessment of the complaint.

# **COMPLAINT NOT UPHELD**

A). BU finds the agenct has acted consistently with the National Code of Ethical Practice for UK Education Agents and standards expected by BU; and
B). BU advises complainant and agent of the finding.

#### **ASSESSMENT**

- A). BU determines to undertake an assessment;
- B). BU advises complainant and agenct of this decision and invites both parties to provide information relating to the complaint to the BU team. BU will advise the complainant and agenct of the time-frame for responses (which will be proportionate to the scope and complexity of the complaint as determined by BU); and
- **C).** The BU team assesses the complaint and all information provided.

## **COMPLAINT UPHELD**

- A). BU finds the agent has acted inconsistently with the National Code of Ethical Practice for UK Education Agents and standards expected by BU and determines action to be taken (this may include revoking BU's contract with the agent); and
- **B).** BU advises complainant and agent of the finding.

# **ACTION**

BU takes appropriate action against the agent.