בס"ד

LSJS

London School of Jewish Studies

Student Complaints and Grievances Procedures - Degrees

President
Chief Rabbi Sir Ephraim Mirvis

Deputy President
Rabbi Joseph Dweck

Chair of Directors
Bill Benjamin

Chief Executive
Joanne Greenaway

Dean & Rabbi Sacks Chair of Modern Jewish Thought
Rabbi Dr Raphael Zarum

1. Introduction

The London School of Jewish Studies (LSJS) is committed to providing a high-quality experience for each student and encourages students to inform it where there is any cause for concern.

The LSJS Student Complaints and Grievances Procedures therefore exist to enable students to make complaints about such matters.

These procedures seek to ensure that complaints against LSJS made by students are treated seriously and, if found to be valid, are acted upon to ensure that the students' interests are protected as far as it is possible for LSJS to do so.

It should be noted that these complaints procedures are not designed to deal with problems such as missing coursework, unexplained absence of a lecturer or late return of work, except in so far that such concerns are not resolved through simpler procedures or are persistent.

These complaints procedures and any decisions made under them are not intended to give rise to legal rights, or obligations on LSJS to pay compensation, either in respect of a decision made pursuant to the procedures or for a breach of these procedures. These procedures are intended to facilitate the resolution of grievances by LSJS. Anonymous complaints will not normally be considered; unless they are of a nature that raises a safeguarding concern.

2. Principles which underpin the Student Complaints and Grievance Procedures

The guiding principles of these procedures are that complaints shall be:

- Treated seriously and with fairness
- Addressed quickly, simply and at the appropriate level of LSJS management
- Treated consistently
- Subject to the principles of the Equalities Act
- Progressed in the first instance through two stages – an informal stage (stages 1 and 2) and, if necessary, a formal stage (stage 3)
- Addressed and resolved wherever possible, at the informal stage (either stage 1 or 2)

- Without prejudice to a student or group of students' – the right to pursue remedies outside LSJS, via Middlesex University Complaints Procedures

Frivolous or vexatious complaints

The Head of Undergraduate Degrees or Director of Post-graduate Degrees may reject a complaint at any time, on the basis that the complaint has "no serious purpose, or is intended to cause disruption or annoyance, or if the student/s seek an unrealistic remedy. We refer to these complaints as "frivolous or vexatious".

A frivolous or vexatious complaint can be characterised in several ways including:

- Complaints which are obsessive, persistent, harassing, prolific, repetitious
- Insistence upon pursuing unmeritorious complaints and/or unrealistic outcomes beyond all reason
- Insistence upon pursuing meritorious complaints in an unreasonable manner
- Complaints which are designed to cause disruption or annoyance
- Demands for redress which lack any serious purpose or value

To be considered, any student complaint must be submitted no more than three calendar months after the event or issue relating to the complaint.

3. The Procedures

Informal Stage 1 – Early Resolution

In the first instance students who wish to make a complaint shall discuss it with a Personal Tutor or Module Leader, who will advise whether the complaint is best progressed through:

- The Programme Leader
- Reference to other specific persons who can resolve the problem

Reference to these general complaints' procedures should only be necessary in exceptional circumstances since most complaints, other than ones related to persistent problems, should be resolved informally.

Assuming it is agreed that the complaint shall be progressed through these general procedures, the member of staff consulted shall discuss the complaint fully with the student and – with the student's consent – anyone else involved, to see if it can be resolved informally.

This may involve referral of the complaint to a third party. The outcome of complaints dealt with informally should be documented. Normally, complaints handled through Informal Stage 1 shall be dealt with within, at most, 10 working days, documented within the Stage 1 complaints form (Appendix 1) and a copy of the outcome sent to the student.

Informal Stage 2 – Senior Leader Resolution

If the student is dissatisfied with the result of Informal Stage 1, the complaint shall be sent to the Programme Leader responsible for the programme on which the student is enrolled within 10 working days of the completion of Informal Stage 1. The complaint must be documented within the Stage 2 complaints form (Appendix 2) They shall investigate the complaint fully and seek to achieve a resolution of the issue(s), either by correspondence or through a meeting with the complainant as soon as possible.

If the complaint directly involves a Programme Leader, it shall proceed directly to the formal stage.

Formal Stage 3 – Institution Leadership Review

If a student considers one or more of the following to be the case, then they may wish to proceed to the formal stage 3:

- There has been a procedural irregularity in the conduct of the Stage 2 investigation
- New information has come to light, which the student was unable to disclose previously, and which would have had a material impact upon the investigation previously undertaken
- The decision reached was unreasonable based on the information that had been available to LSJS when the case was considered

Using the Institution Leadership Review Form (Appendix 3) the student/s should submit this to a member of the LSJS Senior Leadership, normally the Director of Post-graduate Degrees - within 10 working days of the completion of Informal Stage 2.

The Senior Leader shall:

- Acknowledge receipt of the written complaint within five working days
- Advise - in writing and within five working days - any member(s) of staff or students involved that a formal complaint has been received
- Consider the evidence, written or otherwise, and, where appropriate, hold such discussions with the complainant and any other parties they deem appropriate in order to fully investigate the complaint.

If the complaint is against the Director of Post-graduate Degrees, the Institution Leadership Review complaint form should be directed to the Chief Executive of LSJS.

The Director of Post-graduate Degrees/Senior Leader, having fully investigated the complaint over a period not normally exceeding 10 working days from its receipt; shall decide whether:

- There is reasonable justification for the complaint
- There is no reasonable justification for the complaint, and the complaint will be terminated at this stage

The Director of Post-graduate Degrees/Senior Leader shall:

- Seek to resolve any justifiable complaint through recommendations which all parties involved in the complaint shall be invited to accept
- If the recommendations are agreed, take steps to ensure that they are implemented in full within the agreed timeframe
- Provide a Completion of Procedures (CoP) letter to all parties concerned

The student may wish to approach Middlesex University for review, without having gone through an appeal under Section 4 of these regulations – Appeal. This being the case, the student will require a Completion of Procedures letter to be issued by LSJS.

The Completion of Procedures letter will state that the student has not exhausted LSJS's internal processes. The student will be required to present exceptional reasons to the Office of the Adjudicator for Higher Education (OIA) for not requesting LSJS to review the complaint via its appeal procedures.

4. Appeal

If the student is not satisfied with the decision at the conclusion of the Formal Stage, or if the recommendations made at this stage are not implemented within a reasonable timeframe, they may appeal to the Chief Executive - or a Director of LSJS if the Chief Executive was already involved in the formal stage. The student shall submit the appeal in writing within 10 working days of receiving the outcome of the formal stage.

The Chief Executive/Director receiving the appeal shall:

- Acknowledge its receipt within five working days
- Inform the Chair of Directors that an appeal has been received
- Decide either to:
    - Enforce the implementation of the recommendations made at the end of the formal stage
    - Dismiss the case, giving reasons in writing
    - Seek agreement to an alternative set of recommendations
    - Determine whether there are sufficient grounds to convene a Panel of Directors

In such cases the decision shall be final.

The Directors Panel should be comprised of at least three directors, of which one will be the Director of Academic Quality.

The Directors Panel shall hear the complaint within 10 working days of receipt in accordance with the procedures detailed in Section 5.

The Chair of the Panel shall submit, within five working days of the last Panel meeting, a written report to the Chair of Directors. The decision of the Panel shall be final.

The Chair of the Panel shall seek to ensure that any actions arising from the decision of the Panel are taken within the timeframe identified in the report and shall report any failure to complete actions to the Chair of Directors.

Where internal processes are exhausted, a Completion of Procedures letter will be issued in line with Middlesex University requirements and include information on the Office of the Independent Adjudicator (OIA).

Students who remain dissatisfied following the LSJS appeal outcome should be informed of their right to request a review under the Middlesex University Independent Review (IR) procedure.

LSJS will agree to abide by the findings of the Middlesex University procedure and implement any necessary actions accordingly.

Prior to reaching its decision the University would seek information, comments, and clarifications from LSJS to the extent necessary to enable Middlesex University to come to a decision in response to the appeal.

Middlesex University will issue a Completion of Procedures Letter to the student/s.

5. Procedural rules for the conduct of LSJS Directors Panel hearings

Hearings shall take place on the LSJS Wohl Campus for Jewish Education at dates and times notified in writing to the student, members of staff and other students concerned at least five working days before the hearing. Distance learning students unable to attend in person may participate online.

The Chair of the hearing shall, at the same time as they notify the date of the meeting, indicate the names of any persons that the Panel intends to call to give evidence together with a copy of any statement obtained from those persons which is to be referred to at the hearing.

Students and staff members involved directly in the complaint may be accompanied by a colleague, fellow students (as appropriate) or Trade Union Representative where appropriate. If the student or staff member involved intends to be accompanied, the name and address of the accompanying person shall be notified to the Academic Registrar not less than 24 hours prior to the meeting of the Panel. Legal representation is not allowed at a hearing other than in exceptional circumstances at the discretion of the Chair of the Panel.

Student and staff members involved directly in the complaint and persons accompanying them shall be permitted to question any persons giving evidence to the meeting and to directly address the Directors Panel.

If a student or member of staff wishes to introduce documents to the Panel, they shall supply copies of all such documents to the Academic Registrar at least three working days before the date of the hearing. The Academic Registrar shall ensure these papers are circulated as soon as possible to the other party and to all members of the Panel. The Chair of the Panel may decide to give time to examine the documents by adjourning or delaying the meeting of the Panel for a period of up to five working days.

The Panel shall meet in private.

The Panel will initially decide how it will conduct the hearing subject to the procedures being consistent with the principles of these general complaints' procedures and of these procedural rules and then inform all parties concerned.

The Panel shall establish the exact nature of the complaint, establish the facts as far as it is possible to do so, consider the facts, determine its decision and report its decision in writing within five working days to the Chair of Directors, copied to all parties involved in hearing the complaint.

6. Notes

In these procedures reference to a student is taken to mean an individual student or group of students. It includes research students and members of staff registered on programmes in their capacity as students.

In the absence of the person holding a named post in the procedures, the person deputising for them during the time of their absence shall substitute. In cases when the complaint involves the nominated deputy, the Chief Executive (or deputy) will decide who will handle the complaint.

LSJS will hear and consider a complaint only if lodged by a student or group of students themselves and will not deal with third parties, even with the student's permission, unless in exceptional circumstances which prevent a student representing themselves. LSJS will apply the principles of the Equalities Act (2010), Care Act (2014) and the SEND Code of Practice (2014).

'Working day' refers to a day on which LSJS is normally open; it does not include Saturday, Sunday, Bank Holidays, or other designated periods of closure.

Signed on behalf of the LSJS Senior Leadership Team by Paul Gould, Interim Chief Executive Officer

Date created: January 2023

Date revised: August 2025; June 2026

Date to be reviewed: June 2028

Appendix 1: Stage 1 Early Resolution Complaints Form

This form is intended to be used as one possible entry point into Stage 1 of the Student Complaints and Grievance procedure, the intention being to provide the institution the opportunity to respond to your complaint, to reach an early resolution and to prevent the need for a formal complaint.

Please email/submit a copy of this form to your personal tutor/module leader

Personal information section
Student number/ID Name Programme Year of study *Contact details section* Please provide your contact Telephone Number Please provide your Email

Nature of Complaint
Please use this section to provide information about your complaint. It is important to be as clear as you can, but it is not necessary to include every single detail if it is not directly relevant. It is most likely that the recipient will want to have a conversation with you to better understand the complaint and to hopefully arrive at a resolution.

Declaration
Please complete the following declaration and sign it in the appropriate place below. If this declaration is not completed and signed, your complaint form will not be considered.

☐ I confirm that all the information given by me on this form is correct and accurate and I understand that if any of the information I have provided is late found to be false or misleading, my complaint may be terminated

☐ I have read and understand the LSJS complaints procedure

☐ I agree that LSJS can create and maintain computer and paper records of my personal data and that this will be processed and stored in accordance with GDPR regulations.

Signature_____

Date_____

LSJS Privacy Policy

Appendix 2: Stage 2 Complaints Form

If there is not enough room on the form, continue with an additional sheet, making sure it includes your name and student number.

Note: additional statements longer than one side of A4 may lead to delays in processing.

Your Details (Please use BLOCK LETTERS)

Full name:	Student ID number*:
Programme of study:	Year of study (e.g. 1, 2, 3, 4):
Faculty/School:	Email:
Postal address:	Contact phone no.:

* Your ID number may be used to extract personal data from our student records for monitoring purposes. This will be kept separately from the file on your complaint.

Complaint Summary

Summarise the main points of your complaint (max 100 words). You may explain the situation in more detail in Section 3, but this summary will help us to understand the most important elements from your point of view.

3. Background

You can use this section to provide further information which will help us to understand your complaint properly. It is important for you to be as clear as you can, but it is not necessary to include every single detail if it is not directly relevant. If we do not understand something, we will contact you to check.

4. Previous Actions

Explain here any efforts you have made to resolve the matter informally and why you are not satisfied with the response(s) you have received so far. Include with this form a copy of the last response you received, and copies of any other relevant correspondence.

5. Your Preferred Outcome

Please state below the outcome you are seeking. What would need to happen for you to feel your complaint was resolved?

6. Student Declaration and Checklist

☐ I confirm that the information I have given is true and accurate to the best of my knowledge

☐ I have read and understood the relevant LSJS Regulation

☐ I have enclosed a copy of the last response I received and other relevant supporting documents

☐ I have completed sections 1 – 5 of this form to the best of my ability

Signature:	Date:

Now send the completed form and enclosures to your programme leader under confidential cover via email or hard copy.

Office Use Only

Tick	Action (Regulation reference)	Explanatory notes (e.g. relevant dates, name of complaint handler, action taken, reasons for decisions) - also to be conveyed to student
	Receipt recorded, complaint handler identified, and acknowledgement sent	
	Allocated to Investigating Officer	
	Outcome of investigation communicated to student with 10 working days. If not, include explanation opposite.	
	Summary of outcome	
	Outcome recorded, for reporting to Quality committee/	

Appendix 3: Institution Leadership Review Form

A student may request an Institution Leadership Review of the outcome of the Stage 2 Complaint investigation if they consider that:

a) There has been a procedural irregularity in the conduct of the Stage 2 investigation; or

b) New information has come to light, which the student was unable to disclose previously, and which would have had a material impact upon the investigation previously undertaken.

c) The decision reached was unreasonable based on the information that had been available to LSJS when the case was considered

At Stage 3, the review must be requested within 10 working days of receipt of the written response to Stage 2. Please submit this form and supporting documentation to Dr Helena Miller – Director of Post-graduate Degrees Helena.miller@lsjs.ac.uk.

Today's Date	
Student number	
Surname (family name)	
Forenames (given names)	
Name of your programme	
Address for Correspondence	
Daytime phone	
Email address (all progress updates of your complaint will normally be by email in the first instance).	

Important:

For your review to be considered you must tick one of the following options and provide details why you have selected this option.

a) There has been a procedural irregularity in the conduct of the Stage 2 investigation ☐

b) New information has come to light which you were unable to disclose previously and which would have had a material impact upon the investigation previously undertaken ☐

c) The decision reached was unreasonable based on the information had been available to LSJS when the case was considered ☐

Please give details of why you consider this and reference any further supporting documentation.

What outcome are you seeking?

Please indicate total number of pages plus any supporting documents along with the outcome of each stage of your complaint:

Please sign this **Declaration:**

I have read the LSJS Student Complaints and Grievances procedures

I understand that the information given with this form will be treated as the definitive statement of my case and that any information given later could be disregarded

Signature:..... Date:.....