Complaints Policy

How to raise a complaint and what you can expect

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Effective date	17 November 2026	**Next review**	17 November 2027
Document owner	Complaints and Appeals Officer	**Approved by**	President, Madison State University
Status	Approved for use	**Applies to**	All learners, staff, agents and contractors

1. Purpose and scope

A complaint is an expression of dissatisfaction about our services, staff, agents or conduct. We welcome complaints as feedback and use them to improve. Anyone may complain: learners, prospective learners, agents, employers and members of the public.

Some matters follow another route: assessment decisions go to the **Appeals Policy**; a concern that someone may be at risk of harm goes to the **Safeguarding Policy** immediately; suspected cheating goes to the **Malpractice Policy**. If a complaint includes one of these, we pass that part to the right route and tell the complainant. Complaints about personal data are handled under the Data Protection Policy with the Data Protection Lead.

Jurisdiction and interpretation

Madison State University is a United States institution (Colorado) that delivers online education to learners in many countries. This document applies to every learner wherever they live. Where it refers to UK or EU law, that law is the standard we follow as good practice; it does not claim UK registration, UK regulatory status or UK degree-awarding powers. Where the law of a learner's country gives stronger rights, those rights prevail.

2. Roles

Role	Responsibility in this document
President	Accountable officer for this policy. Approves it, decides final-stage cases that the President was not involved in, and holds any role below that has not yet been separately assigned.
Complaints and Appeals Officer	Receives, logs and allocates complaints and appeals, and tracks deadlines. Must not have been involved in the matter. Appointed by the President (a member of the Registrar's Office may act).
Academic Quality Lead	Oversees assessment standards, internal verification, course review and learner feedback. Appointed by the President (the President acts until an appointment is made).
Independent Reviewer	A person with no earlier involvement in the matter, inside or outside Madison State University, appointed by the President for review stages and for cases that involve the President or the Academic Quality Lead.

3. Principles

- **Accessible:** simple to make, in plain language, with adjustments on request.
- **Fair:** the person who investigates was not involved, and everyone concerned can give their account.
- **Timely:** clear time limits and regular updates.
- **Safe:** no one is treated less favourably for complaining in good faith.
- **Confidential:** shared only with people who need to know.
- **Useful:** every outcome is analysed for lessons.

4. How to complain

Email info@madisonstate.us, write to 282 Ptarmigan St, Golden, CO 80403, USA, or telephone +1 (608) 572-7547. You can use the form in Appendix 1 but you do not have to. Anonymous complaints are accepted. We will look into them as far as we can, but may be unable to investigate fully or reply.

5. Procedure

Stage 1: early resolution

Raise the concern with the person concerned or the Complaints and Appeals Officer. We aim to resolve it within **5 working days**. You do not have to discuss it with the person concerned and may go straight to Stage 2, particularly if you feel uncomfortable or the matter is serious. Agreed resolutions are recorded.

Stage 2: formal complaint

(1) Send a written complaint (email or Appendix 1) to info@madisonstate.us.

(2) We acknowledge it within **3 working days** and name the person who will investigate. That person was not involved in the matter.

(3) The investigator reviews the evidence, speaks to the people concerned and may meet the complainant.

(4) You receive a written outcome within **20 working days**. If more time is needed we tell you why and give a new date, up to 20 more working days.

Stage 3: review

If you are not satisfied with the Stage 2 outcome, ask for a review within **10 working days**. The President reviews it, or an Independent Reviewer if the complaint concerns the President or the President made an earlier decision. You receive a written decision within **20 working days**, which is our final internal decision.

6. Complaints about people involved in the process

If a complaint concerns the Complaints and Appeals Officer, the investigator or the President, the President (or, where the President is involved, an Independent Reviewer) appoints someone else. A person with a conflict of interest steps aside.

7. Agents and partners

We investigate complaints about authorised agents and partners who act on our behalf, and may require them to take corrective action or end their authorisation.

8. Remedies

Where a complaint is upheld, remedies may include an explanation, an apology, correcting records, repeating a service, a refund under our refund terms, or a change to our processes.

9. Persistent or unreasonable complaints

We do not limit a person’s right to complain. If contact becomes abusive or repeats a matter already finally decided, the President may set reasonable limits on how we communicate, explain why in writing, and review that decision after three months.

10. Records and monitoring

The Complaints and Appeals Officer keeps a log of all complaints, with dates, category, outcome and learning. The Academic Quality Lead reviews trends every quarter and reports to the President each year. Records are kept for six years after closure, or longer if the law requires.

11. After the final decision

When our procedures are complete, you may take the matter to any external body that has authority over it in your country, or to an accrediting or awarding body that applies to your programme.

12. Related documents

Appeals Policy · Malpractice Policy · Safeguarding Learner Policy · Data Protection Policy · Equal Opportunities Learners Charter.

Appendix 1: Record of complaint

Name of person complaining	
Learner number (if any) / email	
Date	
Location or service concerned	
Nature of complaint	
What would resolve it for you?	
Adjustments you need	
Resolution agreed (Stage 1)	
Signed by complainant / date	
Signed by staff member / date	

Appendix 2: Escalation record

Date of referral	
Complaint reference	
Stage	☐ Stage 2 ☐ Stage 3
Investigator or reviewer (conflict declared? yes / no)	
Nature of complaint	
Actions agreed	
Outcome sent on / by	

13. Approval and review

This document was approved by the President of Madison State University. It is reviewed at least once a year, and sooner if the law, our accreditation context or a serious incident requires it. The Academic Quality Lead keeps the change log.

Name	Mohammed Khalaf
Position	President, Madison State University
Date	17 November 2026
Signature	
Next review date	17 November 2027

Change log: Version 2.0, 17 November 2026. Full revision following an external governance review (jurisdiction statement, unified roles, fair timelines, online-learning provisions, document control).