

STREET NR

CXLAB

Student Complaints Procedure

Version: 1.0

Approved by: CX Lab

Review cycle: Annual or as required

Effective date: 9th February 2026

1. Purpose

This Student Complaints Procedure provides learners with a clear, fair, and transparent process for raising concerns or complaints relating to their learning experience, services received, or institutional processes at CX Lab.

CX Lab is committed to addressing complaints promptly and constructively, using them as an opportunity to improve quality and learner experience.

2. Scope

This procedure applies to complaints relating to:

- teaching, learning, or support services;
- administrative or operational matters;
- facilities or learning resources;
- programme delivery or organisation;
- refunds and withdrawals, as outlined in Section 6.

This procedure does not apply to academic appeals, which are addressed through the Student Appeals Procedure.

3. Principles

CX Lab ensures that:

- complaints are handled fairly, objectively, and confidentially;
- learners are not disadvantaged for submitting a complaint in good faith;
- outcomes are communicated clearly and within reasonable timeframes;
- complaints are used to support continuous improvement.

4. Informal Resolution

Where possible, learners are encouraged to raise concerns informally with the relevant tutor or staff member. Many issues can be resolved quickly through open communication at this stage.

If the matter is not resolved informally, learners may proceed to submit a formal complaint.

5. Formal Complaints Process

5.1 Submission

- Complaints must be submitted in writing, clearly outlining the nature of the concern and any relevant supporting information.
- Complaints should be submitted within a reasonable timeframe following the issue arising.

5.2 Review

- Complaints are reviewed by an appropriate member of CX Lab management not directly involved in the matter.
- Additional information may be requested where necessary.

5.3 Outcome

- Learners are informed in writing of the outcome of the complaint.
- Outcomes may include corrective actions, service improvements, or confirmation of the original position.

6. Refunds and Withdrawals

CX Lab is committed to fair and transparent treatment of learners in relation to withdrawals and refunds.

6.1 Withdrawal by the Learner

- Learners who wish to withdraw from a programme must submit a written request.
- Refunds, where applicable, are considered based on the timing of withdrawal and the extent of programme delivery already provided.

6.2 Cancellation by CX Lab

- In the event that CX Lab cancels a programme (e.g. due to insufficient enrolments or unforeseen circumstances), learners will be informed promptly.
- Where applicable, learners will be offered a full refund or alternative arrangements.

6.3 Non-Refundable Elements

- Certain costs, such as registration or administrative fees, may be non-refundable where clearly communicated prior to enrolment.

6.4 Review and Appeal

- Decisions relating to refunds may be reviewed under this Complaints Procedure.
- Learners retain the right to appeal decisions in line with the Student Appeals Procedure.

7. Monitoring and Review

Complaints data, including refund-related matters, is monitored as part of CX Lab's internal quality assurance processes to identify trends and support continuous improvement.

8. Confidentiality

All complaints are handled confidentially. Information is shared only with individuals directly involved in reviewing and resolving the complaint.

9. Publication and Review

This Student Complaints Procedure is publicly available on the CX Lab website and is reviewed regularly to ensure continued relevance and regulatory compliance.