

Title:	UCM Guiding Principles for Compliments, Suggestions and Complaints
Owner:	Head of Learning Development & Partnerships
Approved by:	Senior Leadership Team
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1. General Principles

1.1 The University College Isle of Man (UCM) is committed to providing an environment which gives learners the opportunity to participate in decision-making and encourages regular positive and constructive feedback through course review, staff-learner liaison meetings, and our feedback system. We also recognise that, despite all the best efforts made by staff, learners may feel that they need to bring issues to staff’s attention outside these regular methods of communication. UCM follows the [DESC Complaints Policy and Procedures.pdf](#)

1.2 Any learner or member of the public may raise a concern, complaint or make a compliment or suggestion to UCM about any provision of facilities or services that is provided. It can be made in person, in writing or by telephone. A third party may also act on behalf of another if there is confirmation of consent.

1.3 You will receive a receipt of acknowledgement of your complaint within 5 working days, along with a copy of the UCM’s Guiding Principles for Compliments, Suggestions and Complaints. Where possible, we will deal with your complaint within 28 working days, however if this is not possible, we will contact you to let you know the expected timeframe for a response.

2. Definitions

2.1 A compliment is a remark that expresses approval, admiration or respect.

2.2 A suggestion is an idea or plan put forward for consideration.

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2.3 A concern is 'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'.

2.4 A complaint is 'an expression of dissatisfaction, however, made, about actions taken or lack of action'.

3. Procedures

3.1 If a person wishes to provide feedback to compliment or praise an individual or services provided or suggest an improvement, it is encouraged that they do that directly with the person responsible, writing by emailing mail@ucm.ac.im or placing feedback in the suggestion box found in UCM's main reception desk. These are reviewed by the senior leadership team and passed on to the most appropriate person.

3.2 If there are allegations of a criminal offence, UCM may refer the matter to the police and suspend its own proceedings until the outcome of any criminal proceedings is known.

3.3 The procedure covers all complaints and concerns about any provision of facilities or services of UCM other than complaints or concerns that are dealt with under other procedures including:

Complaints related to the provision or services at UCM.	DESC Complaints Policy and Procedure
Child protection investigations and safeguarding	DESC Safeguarding policy
Whistleblowing	DESC Whistleblowing policy
Vexatious complaints, correspondence and behaviour	DESC Policy for managing vexatious complaints, correspondence and behaviour
Staff members grievances	DESC Grievance policy
Others using UCM premises or facilities	These providers should have their own complaints procedures, please contact them directly
Student behaviour	UCM Positive Behaviour Policy
Academic Appeals	UCM Appeals Procedure

4. Amendment Record

Date	Ref	Amendment
23.06.2025	Various	Replacement of student with learner

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11.03.2026	1.1	Updated link to DESC Complaints Policy & Procedure
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