

Student Complaints Policy for Kaplan's University Placement Service.

1. Purpose of the Policy This policy outlines the procedures for students to raise complaints regarding the services provided by Kaplan's University Placement Service. The aim is to ensure that all student concerns are addressed fairly, efficiently, and in a timely manner.

A complaint under this policy refers to an expression of dissatisfaction with the delivery and quality of placement services, including but not limited to, counsellor behaviour, placement outcomes, college advice, procedural concerns and support provided by the team.

2. Types of Complaints Covered Students may file complaints regarding:

- The quality or accuracy of placement advice and guidance.
- Delays or lack of responsiveness in the placement process.
- Discriminatory practices or unfair treatment by team staff.
- Any other concerns related to the placement service experience.

3. Informal Complaints Process Whenever possible, students are encouraged to resolve complaints informally by:

- Speaking with the placement counsellor handling their case.
- Contacting their College Services team to discuss concerns.
- Contacting senior Kaplan UPS advisors for intervention and resolution via kaplanups@kaplan.com

We aim to resolve informal complaints within five (5) working days.

4. Formal Complaints Process If an informal resolution is not satisfactory, students may submit a formal complaint by following these steps:

Step 1: Submission

- Submit a written complaint via email to the UPS senior management at kaplanups@kaplan.com
- Include relevant details such as the nature of the complaint, supporting evidence, and desired outcome.

Step 2: Investigation

- The complaint will be reviewed by UPS senior management.
- An impartial investigation will be conducted, which may involve discussions with the student and relevant staff members.
- Confidentiality will be maintained, and all parties involved will be treated fairly.

Step 3: Resolution

- We will provide a written response within ten (10) working days.
- If further investigation is required, the student will be kept informed of progress.
- A final decision will be issued within thirty (30) calendar days.

5. Appeals Process If the student is not satisfied with the outcome of the formal complaint, they may appeal by:

- Liaising with their College Services team to take forward internal formal complaints, as per the overarching Kaplan complaints procedure. [Kaplan's complaints procedure | Kaplan International Pathways](#)
- Appeals will only be considered if there is evidence of procedural unfairness, unreasonable decision-making, or new material evidence.
- The Director of UPS will review the appeal and provide a final decision within fifteen (15) working days.

6. Handling Data

When a student makes a complaint, their personal data will be handled sensitively, confidentially and fairly:

- **Confidentiality and Privacy:** Information related to the complaint will be kept confidential and only shared on a strictly need-to-know basis with Kaplan staff handling the investigation. Any recipients of information related to the complaint will also treat the information received as confidential.
- **Data Security:** All records and information gathered will be securely stored. Measures are in place to protect data from unauthorised access, misuse, or loss.
- **Data Sharing:** Data related to the complaint will only be shared with external parties if required by law (e.g., in cases of safeguarding or reporting obligations), where Kaplan has a serious concern about the welfare of any of the parties involved or with explicit consent from the person or persons involved.
- **Retention and Disposal:** Personal data will be retained only as long as necessary:
 - to complete the investigation;
 - to carry out any follow-up actions;
 - to keep a record of the complaint, the subsequent investigation and any findings; and/or
 - to comply with legal obligations.

Following this, data will be securely deleted.

Kaplan is dedicated to protecting students' privacy throughout the complaints process.

7. Review of Policy This policy is reviewed annually to ensure continuous improvement in handling student complaints effectively. This version of the Policy was published in August 2025 and it will be updated on or around August 2026.

Contact Information: For further inquiries or to file a complaint, please contact kaplanups@kaplan.com

This policy ensures transparency, accountability, and fairness in addressing student concerns related to Kaplan's University Placement Service.