



## Student Complaint Process

Verto Education Abroad is committed to addressing student concerns and complaints seriously. The CEO in collaboration with the Dean of Students of Verto Education holds ultimate authority over all student complaint adjudications.

We provide extensive written policies and procedures regarding academic and student life matters, readily accessible to students, parents, and partner universities. We also regularly publish and disseminate information about our review processes for academic policy violations and violations of the [student code of responsibility](#). For a full list of Verto Education policies please visit: <https://vertoeducation.org/verto-policies/>

While most student complaints are resolved through informal processes, formal complaints filed by students in London are managed directly by Verto Education London in collaboration with Verto Education Headquarters in the U.S. under the direction of the Dean of Students who ensures complaints are resolved in compliance with Verto Education and U.K. laws.

### Verto Education London On-Site Student Complaint Procedures

#### 1. Informal Complaint Resolution

Students are encouraged to resolve issues informally as a first step and to raise concerns promptly for the highest likelihood of resolution.

- **Academic Concerns:** Speak directly with the relevant faculty member or your assigned Student Success Advisor regarding course content and delivery, classroom environment, instructor conduct, assessment, and academic support/resources. The faculty will report any concerns to the Director of Academic Affairs or the Academic Operations Specialist so the concern can be logged in Verto's case management system to ensure the concern is tracked to resolution.
- **Student Life Concerns:** For matters related to housing, mental and physical well-being, safety, belonging and inclusion, or navigating London, contact your student success advisor or the assistant student success manager if your assigned advisor is unavailable. The person who speaks with the student will log a case in Verto's case management system to make sure it is tracked to resolution.
- **Other Concerns:** Reach out to the Verto Education London Program Director.

## 2. Formal Complaint Submission

If informal resolution is unsuccessful, students may submit a [formal complaint form](#). ***If a formal matter is urgent the student is advised to speak directly with the London Program Director.***

- **Academic Issues:** The Verto Education London Program Director will review and work with the Director of Academic Affairs to address the concerns.
- **General Student Experience:** The Verto Education London Program Director will review and work with student success leadership to address any concerns.
- **Grade Appeals:** Verto Education has formal complaint processes for academic grade appeals. This policy is shared with students in our Academic Policy Guidelines, during on-site orientation, and published on our public website.
- **Harassment:** Verto Education Abroad has a formal review process for any allegations of harassment reported by students. This policy is shared with students in their Verto Education Code of Responsibility, during on-site orientation, and published on our public website.

## 3. Appeals

If you are unsatisfied with the outcome of a formal complaint, you may request a review by the Verto Education London Center Director or the Dean of Students at Verto Education Headquarters in the U.S [deanofstudents@vertoeducation.org](mailto:deanofstudents@vertoeducation.org).