

Student Complaints Procedure

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Student Complaints Procedure - Flow Chart

Level 1 Complaint Procedure – Local resolution

Student should raise concerns with staff member or their manager.

Staff member/manager/school will provide a response.

Concerns not properly addressed – raise within 1 month to Casework.

See Level 2 Complaint Procedure on page 3

Resolved satisfactorily.

Student Complaints Procedure - Flow Chart

Level 2 Complaint Procedure – formal complaint

Complaint form received – within 1 calendar month of the incident or the conclusion of level 1 discussions. University Complaints Officer has discretion to permit late complaints.

If not accepted, completion of Procedure Letter produced, if requested.

Referred to University Complaints Officer to decide if complaint procedure is correct process to use.

If it is accepted, an Investigating Officer is allocated (who has no previous involvement). They will review written evidence and will carry out any further investigations as necessary. Investigation and report will be submitted **within 8 weeks**, longer if complex or difficulty in contacting others.

This report will include recommendations to the University Complaints Officer. Who will then decide whether the complaint is upheld, partly upheld or not upheld. You will receive a copy of the report. You will be given **10 working days** to consider the report and indicate whether:

You are satisfied. If you accept the proposed outcome, it will be implemented as soon as possible.

You are not satisfied.

You have the option of taking the matter to the **Review Stage**.

Student Complaints Procedure - Flow Chart

Review Stage

Complete a complaint review form and send to Casework within 10 working days of receipt of investigation report. The grounds on which to seek a review are:

- The University made a material error in following its complaint procedures.
- The outcome was unreasonable in the light of the evidence available.
- Material new evidence is available which you could not, for a valid reason, provide earlier in the process.

Referred to the University Vice Chancellor or an appropriate nominee. The review will normally only consider evidence provided during the earlier investigation. You will normally receive a response within 10 working days and will be informed if the review requires longer.

The Vice Chancellor or nominee will either uphold the original outcome, substitute an alternative outcome, or appoint a new investigating officer to investigate as per Level 2 Complaint Procedure. You have 10 working days to consider the outcome.



If you accept the outcome proposed the matter is considered resolved.



If upheld or you do not accept the alternative outcome, you will be sent a Completion of Procedures letter.

You can seek an independent review from the OIA. This deadline is 12 months.