

Student Complaints Procedure

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Please note this is a summarised version of the Student Complaints Procedure, you should read this in conjunction with the full document.

Level 1 Complaint Procedure – Local resolution

Student should raise concerns with staff member or their manager.

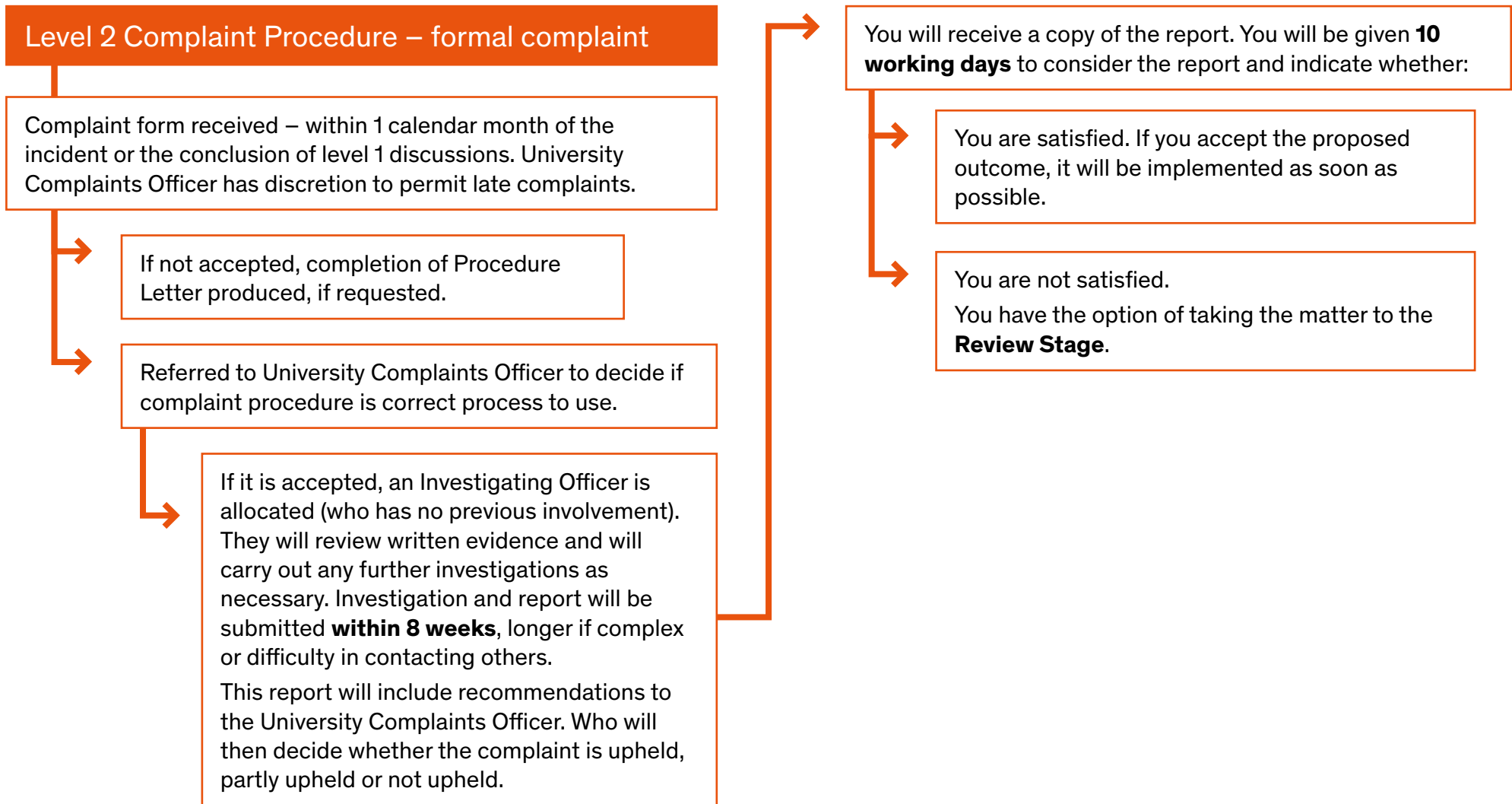
Staff member/manager/school will provide a response.

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



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.