Appendix 1

Flow Chart of the Complaints Procedure for Students

**Informal**

- Attempt to resolve the complaint informally in the first instance.

- Complaint unresolved

**Formal**

- If the complaint cannot be resolved informally, a formal complaint can be submitted to the Student Conduct and Complaints Officer, normally no later than three months after the incident, using the Complaints form.

- Complaint acknowledged within **5 working days** by the Student Conduct and Complaints Officer and referred to an appropriate Head of School, or nominated representative, for investigation.

- The appropriate Head of School or nominated representative will contact the complainant within **10 working days** (to indicate the date by which the investigation will be completed - normally within **30 working days**).

- No case for further action.

- Complaint not upheld

**Review**

- Within **10 working days** of receiving the outcome of the formal stage, if the complainant is dissatisfied with the outcome, s/he can request a **Review** by the relevant Deputy Vice-Chancellor, Pro Vice-Chancellor or Dean of Faculty.

- Complaint acknowledged within **5 working days** by the Student Conduct and Complaints Officer and referred to the relevant Deputy Vice-Chancellor, Pro Vice-Chancellor or Dean of Faculty.

- No case for further action.

- Complainant informed normally within **25 working days**.

- Case not upheld

- Complaint not upheld

**Grievance to Council**

- A student who remains dissatisfied can (on procedural grounds) seek a review of the complaint by the University Council. The submission must be made in writing to the Student Conduct and Complaints Officer.

- Case is considered by the Senior Deputy Vice-Chancellor or nominee.

- Case does not establish grounds for further review. Complainant to be informed, normally within **25 working days**.

- Case not upheld

- University Complaints procedure is exhausted. Student may seek a review of his/her complaint through the Office of the Independent Adjudicator, once the University has issued a completion of procedures letter. (Normally within **28 working days** of the Grievance to Council decision).

- Complainant resolved. No further action.