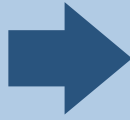


Student Complaints Procedure



“I have a complaint about the University”



Step 1: Student raises issue informally at a local level

Resolved: No Further Action



Unresolved: Option to proceed to Step 2

Step 2: Student makes formal complaint to relevant Department/School or Unit

Resolved: No Further Action



Unresolved: Option to proceed to Step 3

Step 3: Student makes complaint at University Level

Complaint reviewed & clarified by Complaints Officer

Student referred to alternative university process if appropriate

Matter referred to The Complaints Committee

Resolution sought at earlier stage if appropriate

Complaint upheld wholly or in part

Complaint not upheld

Insufficient evidence to make a determination

Students/Staff may **Appeal** in writing to Registrar (if they believe a material breach of the handling process of the complaint by the Complaints Officer/Committee occurred)

Complaints made in good faith will not result in negative consequences for students. However, **malicious complaints** may be referred to Student Discipline. Frivolous/vexatious complaints will be rejected.

Please remember to be **calm** and **measured** when raising your issue. (Both students & staff should be treated with respect and dignity)

Student may refer to **Office of the Ombudsman/ Ombudsman for children** if dissatisfied with outcome of complaint