

Student Complaints Flowchart

Please read the [Maynooth University Student Complaints Procedure](#) before submitting a complaint.



“I have a complaint about the University”

Within 3 Months

Level 1:
Student raises issue informally

Resolved: No Further Action



Unresolved: May proceed to Level 2 (within 1 month)

Level 2:
Student makes complaint at Department/School/ Unit Level

Resolved: No Further Action



Unresolved: May proceed to Level 3 (within 1 month)

Level 3:
Student makes complaint at University Level

Complaints made in good faith will not have negative consequences for students.

Please be calm & measured when raising your issue.

Complaint reviewed by Complaints Officer

Matter referred to alternative university process if appropriate

Matter reviewed by Complaints Committee

Resolution sought at earlier level if appropriate

Complaint upheld / partially upheld

Complaint not upheld

Insufficient evidence to make a determination

Students may refer to [Office of the Ombudsman/Ombudsman for children](#) if dissatisfied with outcome of complaint.

Students/Staff may appeal to Registrar in writing if believe a breach in the handling process of the complaint occurred. (Not an appeal of the outcome)