

## Summary of University Complaints Procedure

Before making a complaint consider whether there are other means by which you might raise your concerns such as 'tell us' boxes around the University, raising the matter with your Programme Representative or other feedback mechanisms such as module evaluation questionnaires. If not proceed through Complaints Procedure.

**Stage 1:** Do you feel able to approach a member of staff in the School/Service regarding your complaint to try and resolve the matter informally? This should normally be done no more than 10 working days after the matter giving rise to the complaint.

No

Yes

Are you satisfied with the response?

Yes

No

**Stage 2:** Complete Complaints Form and submit to Quality Assurance & Enhancement. This should normally be done no more than 10 working days after the unsatisfactory outcome of Stage 1 or within 2 calendar months of the matter giving rise to the complaint.

If complaint is valid it will be forwarded to the relevant manager for investigation. The investigating manager should respond within 15 working days.

Are you satisfied with the response?

Yes

No

**Stage 3:** You may request a review of your case by the Associate Head of Governance and Legal Services, this must be within 10 working days of receiving the formal response to your complaint from the investigating manager.

Review requested?

No

Yes

Case file is forwarded to the Associate Head of Governance and Legal Services who will decide, within 10 working days, if there is *prime facie* case for referring the matter to a complaints review panel

Panel agreed?

No

Yes

Complaints panel will normally be convened within 30 working days of the Associate Head of Governance and Legal Services' decision. Report from panel meeting, including the panel's conclusions and recommendations, circulated within 10 working days of the hearing. This is the final stage of the University's Complaint Procedure.

COMPLAINT RESOLVED

COMPLAINT CLOSED