Student Complaints

The Complaints Process



# **Stage 1**

Preliminary Stage

# **Stage 2**

Formal Procedure

# **Stage 3**

Formal Review Procedure

* Student to raise within 30 working days
* Submit Stage 1 complaint form to Student Casework Team or Relevant Service Manager (see Complaint Regulations Appendix E for contact details)
* Local resolution
* Consider mediation
* Summary of meeting and actions agreed should be sent to student (within 30 working days)
* Students have the right to seek advice and support from the SUSU advice centre at any stage of the process – [www.susu.org/life](http://www.susu.org/life)
* Student to complete a stage 2 form & submit to Dean of Faculty or Director of Service (within 20 working days of stage 1 response)
* Dean/Associate Dean/Director to appoint an Investigator
* Consider mediation
* Student to be invited to meeting - note taker to be present
* Investigation conducted , report provided to Dean/Associate Dean/Director
* Dean/Associate Dean /Director to make a decision and inform student in writing (within 30 working days)
* Students have the right to seek advice and support from the SUSU advice centre at any stage of the process – [www.susu.org/life](http://www.susu.org/life)
* Student can proceed only if:
  + He/she has new information which was for good reason not available at Stage 2 and this information is essential to the complaint
* Or
  + The University failed to follow the procedures at Stage 2 and this has significantly disadvantaged him or her.
* Student to complete a stage 3 form within 10 working days and submit to Head of Academic Appeals and Student Complaints
* Stage 3 Reviewer will determine whether grounds have been met and notify student if not, within 15 working days
* Full report, if appropriate will be sent to student (within 30 working days)
* Students have the right to seek advice and support from the SUSU advice centre at any stage of the process – [www.susu.org/life](http://www.susu.org/life)