Procedure 01: 2019 Version 1.4

Procedure 01: 2019 Version 1.4

•

attempt to reach an acceptable resolution. The Procedure will be suspended for the duration of the mediation. A successful mediation will result in an agreed way forward being established between all parties and a record of the agreement reached will be retained. If mediation is not successful, the Procedure must resume

- 13. Concerns should be discussed in the first instance with a member of staff who is associated with delivering the service (e.g. programme, module or other service). Alternatively, the concerns can be discussed with the Personal Tutor or Senior Tutor. General concerns can be raised through the School Staff-Student Committee. The concerns should be reported in writing as soon as possible. It is expected that the person receiving the complaint will respond within 10 working days, where practicably possible.
- 14. If the student is not satisfied with the response after reporting concerns (See Paragraph 13), then the student should report the concerns in writing to the Head of School/Service. Students should describe the outcome that they would like to see. It is expected that the Head of School/Service will provide a response to the complaint within 10 working days, where practicably possible.
- 15. If a student is not satisfied with the response from the Head of School/Service (see Paragraph 14), the formal procedure should be followed (See Paragraph 16).
- 16. Formal complaints must be sent in writing to the Head of Governance Services. Formal complaints must include:
 - Full details of the complaint.
 - A list of the steps taken to try to resolve the complaint informally, with details of who was contacted and their response(s).
 - A statement of why the student is still dissatisfied.
 - A clear statement of the desired outcome.
 - The student University ID number.
- 17. The Head of Governance Services will acknowledge the complaint within 5 working days, where practicably possible.
- 18. If insufficient details have been provided, or if there is insufficient evidence to show that an attempt has been made to resolve matters incred

- iii. Offer possible solutions for consideration by the student who has complained.
- iv. Refer the complaint to a Committee of Enquiry (this option will be chosen if a complaint is particularly complex or other features of the complaint require discussion and a decision by a Committee of Enquiry).
- 20. If the solutions offered under 19iii are rejected, the DVC/PVC will reconsider the complaint and choose one of the options in Paragraph 19, which may include alternative solutions under 19iii.
- 21. The decision will be sent to the student by the Head of Governance Services.
- 22. Students can appeal against the decision of the DVC/PVC by writing to the Head of Governance Services. The student must explain the reasons for the appeal. The Head of Governance Services will acknowledge receipt of the appeal within 5 working days, where practicably possible. The complaint will be sent to the Vice-Chancellor. The Vice-Chancellor can investigate the complaint and the Vice-decision will be final. When the Vice-have been completed, a

Procedure 01: 2019 Version 1.4