About the Policy:		
What is the purpose of the Policy?	This Procedure is for all students or former students who want to complain about their academic programme (course) or any other services offered by the University.	
Who is responsible for the Policy?	Head of Governance and Compliance.	
strategic priorities?	Our Mission:	
	Our Values	

Could the Policy be used to promote good relations?	The procedure is intended to resolve conflict at the earliest stage, and where

Monitoring		
What quantitative or qualitative data is available to advise the Policy?	Each complaint is managed in accordance with the procedure. A reflection or debrief occurs at the conclusion of each complaint and any recommendations to advise the procedure are captured at this stage. Complaints are analysed annually with trends noted and reported to relevant task groups.	

Consultation

Monitoring		
How will the Policy be monitored to ensure that it is achieving its aims?	Each complaint follows the procedure and any issues that arise resulting from the procedure are reviewed at that time.	
	Continuous monitoring and reporting to Senate Regulations and Special Cases Committee occurs as part of the annual University Calendar.	
Who will be responsible for monitoring the Policy?	Senate Regulations and Special Cases Committee.	
How will the Policy be monitored to ensure that it does not disadvantage particular groups?	Any equality issues that arise will be explored and any reasonable adjustments shall be made.	
When will the Policy be reviewed to see if it is achieving its aims and objectives?	This procedure is on a 3 year review cycle however is tested each time that it is used.	