PROCEDURE FOR RAISING A PROBLEM

STAGE 1

Do you feel you can approach the individual directly responsible for the situation?

Yes → Approach the individual involved.

No

Are you satisfied with his/her response? — No

Yes → Your complaint is solved.

Raise your complaint informally with the Head of Department/Function.

Are you satisfied with his/her response? — No

Yes → Your complaint is solved.

STAGE 2

Send a completed Student Complaint Form (SCF) to the relevant Head of Faculty/Campus or Senior Manager

Are you satisfied with the outcome of this investigation? — No

Yes → Your complaint is resolved.

STAGE 3

Make a request for an appeal of the decision to the Student Complaint Resolution Committee within 5 working days of receiving the decision from Stage 2.

The decision of the Student Complaint Resolution Committee is noted by Academic Council and approved by the Governing Body.

Please note the decision of the Student Complaint Resolution Committee is final and there is no further avenue for internal appeal.