

Incident or Circumstance
Complaints raised under this procedure must relate to a specific incident(s) and an attempt should be made where possible to raise the complaint directly with the person(s) concerned.

Stage 1: Informal Resolution
You should raise your concerns in writing with the relevant service or department as soon as reasonably practicable.

End of Stage 1
An outcome will be proposed within one calendar month which you can either accept or reject.

Stage 2: Formal Complaint
Formal complaints must be submitted to the Student Casework Team within 20 working days of the incident/Stage 1 outcome. You will receive an acknowledgment within 2 working days, following which your complaint may be allocated to an investigator if eligible.

End of Stage 2
You will receive an outcome in writing within 30 working days of receipt of your complaint.

Stage 3: Request for a Review
A request for a review must be submitted to the Student Casework Team within 7 working days of the Stage 2 outcome.

Not eligible for review

Eligible for review

Stage 3: Complaint Review
Your case file will be allocated to a Reviewer and a final School outcome will be sent to you within 20 working days of your review request.

End of Internal Complaints Procedure
A Completion of Procedures Letter (CoP) will normally be issued at the end of this procedure.

