## Appendix A: University Student Feedback and Complaints Resolution Framework: PROPOSED Integrated Student Complaints Resolution Pathway as at 5 June 2014

### Proposed Student Feedback and Complaints Resolution Framework

including 3 Stage Integrated Student Complaints Resolution Pathway

**(Incorporating Academic, Non-Academic/Service, Dignity at Work and Study)**

**External Resolution (OIA / Court)**

<table>
<thead>
<tr>
<th>Stage</th>
<th>Formal Review and Resolution</th>
<th>Final Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stage 1:</td>
<td>Formal Review and Resolution</td>
<td>Final Resolution</td>
</tr>
<tr>
<td>Stage 2:</td>
<td>Formal Review and Resolution</td>
<td>Final Resolution</td>
</tr>
<tr>
<td>Stage 3:</td>
<td>Formal Review and Resolution</td>
<td>Final Resolution</td>
</tr>
</tbody>
</table>

**Internal Resolution**

- Associated processes:
  - Academic Appeals
  - Research Ethics and Governance (Research Misconduct and related Complaints)
  - Student Discipline (Reg 23 and all subsidiaries)
- Legal proceedings / court

### Stage 1: Student Liaises with Frontline / Local Staff (or another student) to Informally Resolve Complaint:

- could be in person, via telephone or email
- resolution should be promptly sought wherever possible and could involve a number of local staff (as appropriate) in order to consult on most effective resolution
- students and staff should have access to FAQs and additional information on making complaints and good practice in dealing with feedback and complaints
- should a student not know where a particular complaint should be addressed in the first instance, they can contact the Central Student Complaints Resolution Team

**NB** Associated advice and guidance will be available, encouraging seeking frontline/local resolution wherever possible and signposting to where further support and advice and guidance can be given.

### Stage 2: Student Submits Formal Complaint to relevant Head of Department/Service (via Form to Central Student Complaints Resolution Team)

**[Departments and/or Services are advised to state clearly where relevant how the complaint will be considered/investigated and who will provide the departmental response]**

- Formal Complaints to be submitted to the central Student Complaints Resolution team in the Academic Registrar’s Office, logged, and then are promptly distributed to relevant department and/or service for resolution, providing initial advice and guidance and/or reference points where appropriate; support structures to be highlighted to the student complainant. [Central Team will aid in co-ordination where complaint requires multiple areas of the University for resolution.]
- Central submission with local resolution will further support institutional learning and improvement.

**[Should the complaint involve the Head of an Academic or Service Department, the complaint will be referred to the relevant Chair of Faculty / Senior Officer for resolution.]

### Stage 3: Student Submits Formal Request to Review Complaint together with Stage 2 Outcome via Central Complaints Resolution Team

- If following the formal response from the Head of Department or Service, the Student feels the complaint remains unresolved for a reasonable period of time, s/he can escalate to a FORMAL Stage 3 Institutional Review by completing a brief Stage 3 Formal Student Complaints Form, attaching the Stage 2 form and all relevant evidence and information to it together with the response provided by the Head of Department/Service and outlining why s/he remains dissatisfied and what successful resolution would look like from their perspective.

### Stage 4: Central Student Complaints Resolution Team in conjunction with other services and academic department of student as appropriate

- **Determination:** Not Justified; Partially Justified; Justified

### Stage 5: University monitoring and service improvement and enhancement progressed

- Central Complaints Resolution Teams in liaison with relevant Heads of Department and Services/Senior Officers; potentially escalated to consideration by Quality Assurance Working Group and/or Administrative and Professional Services Group

---

**Students Should Be Encouraged to Provide Active Feedback/Raise Concerns and Engage in Finding Resolutions and/or Improvements via:**

- Active feedback should be provided in person or over the phone to a range of individuals (including but not exclusive to personal tutors/supervisors/academic advisors and administrative and professional services staff), a web form (typically at departmental/activity/service level), and/or (only where appropriate) potentially other forms of social media
- Other forms include periodic local or institutional surveys (avoiding ‘survey fatigue’); results of external surveys or sector-wide activities; via engagement within governance and/or management structures, including Student Staff Liaison Committees or student representation on other working groups
- Feedback should be actively monitored and reviewed so any issues, wherever possible, could be quickly identified and resolved prior to escalation to a Stage 1 concern or complaint.
- Opportunities for improvements in the effectiveness and/or efficiency of services or academic programmes should be sought.