



Student Complaints Procedure

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Department	Governance, Policy and Compliance
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Student Complaints Procedure

A complaint is an expression of dissatisfaction about, for example, something we have done or not done, a decision we have made, about the standard of service provided by us on our behalf. A complaint submitted under this Procedure will usually be about something that has a direct impact on the student making the complaint.

Where there are more general concerns about University policies, actions or the student experience other feedback mechanisms are available, such as module evaluation and student experience surveys

If you wish to submit a complaint, you must follow the procedure detailed in this document.

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1. Who can make a complaint under this procedure?
 - 1.1 Any current undergraduate or postgraduate student registered with the University or recent alumni when within the timeframes indicated in Section 3.
 - 1.2 Complaints should be made by individuals, on their own behalf.
 - 1.3 If, for good reason, you are unable or reluctant to make your complaint yourself, you can submit a request for a third party to represent you. We would need you to send us

by us or on our behalf. This might include: not meeting obligations outlined in regulations, student handbooks or promotional material; concerns about the delivery or administration of a programme, the quality of learning resources, facilities or services; events that have caused disruption to the normal delivery of a course, service or other aspect of the student experience.

4.2 A complaint submitted under this Procedure will usually be about something that has a direct impact on the student taking the complaint. Where there are no general concerns about University policies, actions or the student experience, other feedback mechanisms are available, such as module evaluation and student experience surveys

5. What can you not make a complaint about?

5.1 You may not make a complaint using this procedure where another more appropriate procedure exists

Procedure your submission must be made within 28 days (4 weeks) of conclusion at Stage 1 and include details of efforts already made to resolve the issue and explain why you remain dissatisfied.

- 7.33 In exceptional circumstances, and at the discretion of the Head of Student Resolutions and Casework a case that has not completed Stage

Panel will normally meet within 28 days of receipt of the case at Stage 18 will normally conduct its business either in person or by electronic means however, in exceptional circumstances, it is open to the Chair to decide that its business can proceed by

Higher Education.

- 8.2 For more information on the OIA, including how to make a submission, please refer to their website [Can you complain to us? OIA](#) and [How to complain to us OIA](#)