PROCESS FLOW FOR COMPLAINTS PROCEDURE

Students may complain about their experiences of any academic or non-academic service provided by the University. We also welcome comments and suggestions about our services.

The Informal Stage
Complaints should be taken first to the person responsible for the service concerned, stating where possible the remedy sought.

The Formal Stage
If the Informal Stage has not produced a satisfactory outcome, you can submit a formal complaint in writing to the Registrar and Secretary.

The Investigation
If your complaint is to be investigated under the Complaints Procedure, the Registrar may appoint one or more investigators. You will receive a written record of the outcome of the investigation.

Appealing the outcome of the Investigation
If you are not happy with the outcome, you can ask the Registrar to ask the Vice Chancellor to appoint someone new to do a second independent investigation. The result of the second investigation will be sent in a "Completion of Procedures" letter.

Appealing Again
If you remain unhappy with the outcome of your appeal against the first investigation, you can use your Completion of Procedures letter to appeal again to the Office of the Independent Adjudicator.