**COMMUNICATION PLAN: STUDENT COMPLAINTS 2019-20**

**EARLY RESOLUTION**

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| **Activity** | **Person responsible** | **To be informed** | **Information to be provided** |
| Informing the faculty/department/partner college of the complaint and providing the relevant forms | Registry Officer, Student Casework Unit | Faculty contact/director of corporate department (or nominee)/ college contact  | Student Complaint FormSupporting evidenceConfirmation of timescales via SHAREPOINT |
| Finding resolution without investigation | Faculty contact/director of corporate department (or nominee)/ college contact | Registry Officer,, Student Casework Unit | Actions suggested or taken |
| Inform student of proposed action/ meeting with faculty to discuss | Registry Officer, Student Casework Unit | Student  | Actions suggested or takenFaculty to arrange meeting\*Request to confirm if resolved to student’s satisfaction |
| Faculty meet with student to discuss\*(*not always required*) | Faculty contact/director of corporate department (or nominee)/ college contact | Student | Actions suggested or taken |
| Inform student of proposed action/ confirm outcome of meeting with faculty to discuss | Registry Officer, Student Casework Unit | Student  | Actions suggested or takenRequest to confirm if resolved to student’s satisfaction |
| Confirm resolved or wants formal complaint | Student  | Registry Officer, Student Casework Unit | Written confirmation |

**FORMAL INVESTIGATION**

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| **Activity** | **Person responsible** | **To be informed** | **Information to be provided** |
| Informing the faculty/department/partner college of the complaint and providing the relevant forms | Registry Officer, Student Casework Unit | Faculty contact/director of corporate department (or nominee)/ college contact  | Student Complaint FormSupporting evidenceConfirmation of timescales via SHAREPOINT |
| Informing the head of school (or nominee)/director of corporate department (or nominee) | Faculty contact | Head of school (or nominee)/director of corporate department (or nominee)  | Student Complaint Form Supporting evidence |
| Informing staff that they are the subject of a complaint | Head of school (or nominee)/director of corporate department (or nominee)/principal of college (or nominee) | Staff named in the complaint  | Student Complaint Form, redacted as appropriate by the Student Casework Unit (via SHAREPOINT)Supporting evidence*NB: It is good practice to talk through the complaint with the staff member in person*  |
| Informing HR of the complaint (if appropriate) | Supporting officer | Relevant HR partner | Copy of the Student Complaint Form via SHAREPOINT |
| Appointing an investigating officer and provision of case information | Faculty Contact | Investigating officer, supporting officer | Student Complaint FormSupporting evidenceConfirmation of timescales Guidance documents via SHAREPOINT |
| Appointing a supporting officer | Senior Registry Officer (Student Casework) | Supporting officer | Student Complaint FormSupporting evidenceConfirmation of timescales |
| Informing the investigating officer and supporting officer that the staff member(s) that is the subject of the complaint has been informed about the complaint | Head of school (or nominee)/director of corporate department (or nominee)/principal of college (or nominee)/faculty contact | Investigating officer/supporting officer | Written confirmation that the staff member has been informed of the complaint |
| Meetings with the complainant/staff/witnesses relevant to the complaint | Investigating officer/supporting officer | Interviewee | A copy of the minutes  |
| Communication of any delays to the complainant and staff that are the subject of a complaint | Registry Assistant, Student Casework Unit | ComplainantStaff that are the subject of the complaint | Letter detailing the reason(s) for the delay and the expected completion date |
| Consideration of the outcome of the complaint by the faculty/department to facilitate production of the final report | Investigating officer | Dean of faculty (or nominee)/director of corporate department (or nominee) | The investigating officer’s reportvia SHAREPOINT*NB: The investigating officer will normally meet with the dean/director to talk through the outcomes in person* |
| Consideration of the outcome of the complaint by the partner organisation (if applicable) | Dean of faculty (or nominee)/director of corporate department (or nominee) | principal of college (or nominee)/ contact at partner organisation (or nominee) | The investigating officer’s report*NB If the complainant is studying at a partner college the dean of faculty (or nominee)/director of corporate department (or nominee) should liaise with the partner college when considering the outcome prior to including their comments within the investigating officer’s report* |
| Proposal for financial compensation (if necessary) | Associate Registrar (Student Casework) (or nominee), Student Casework Unit  | Deputy Vice Chancellor | A summary report of the complaint, detailing the reason(s) for the proposal for financial compensation |
| Approval of any financial compensation proposed (if necessary) | Associate Registrar (Student Casework) (or nominee), Student Casework Unit | Dean of faculty (or nominee)/director of corporate department (or nominee)NB If in excess of £500 must be approved by nominated member of Exec (currently Darren Xibberas) | Confirmation of approval |
| Communication of the final report internally | Dean of faculty (or nominee)/director of corporate department (or nominee)/ principal of college (or nominee)/ contact at partner organisation (or nominee) | Registry Officer, Student Casework Unit Any member(s) of staff that are the subject of the complaint and other appropriate member(s) of staff  | The investigating officer’s report, including the faculty’s responseThe investigating officer’s report, redacted as appropriate*NB: It is good practice to talk through the final report with the any member(s) of staff that are the subject of the complaint in person* |
| Communication of the outcome to the complainant | Registry Officer, Student Casework Unit | Complainant | The investigating officer’s report and covering letter |
| Informing HR of the outcome of the complaint, or if a complaint does not proceed to conclusion | Registry Officer, Student Casework Unit  | Relevant HR partner | Investigating officer’s report or confirmation that a complaint has been withdrawn |

**REVIEW**

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| **Activity** | **Person responsible** | **To be informed** | **Information to be provided** |
| Informing HR that the complaint has moved to the review stage (if appropriate) | Registry Officer (Student casework) / Registry Assistant, Student Casework Unit | Appropriate HR contactDean/ director of corporate department (or nominee) | Request for Review FormSupporting evidence via SHAREPOINT |
| Informing the faculty/department/college that a request for review has been received | Registry Officer, Student Casework Unit | Dean of faculty (or nominee)/faculty contact/director of corporate department (or nominee)/college contactStaff that are the subject of the complaintInvestigating officer | Request for Review FormSupporting evidencevia SHAREPOINT |
| Confirming whether there are grounds for a review | Associate Registrar (Student Casework) (or nominee), Student Casework Unit  | ComplainantDean of faculty (or nominee)/faculty contact/director of corporate department (or nominee)/college contactStaff that are the subject of the complaintInvestigating officer | Request for Review FormSupporting evidenceLetter confirming outcome of consideration of whether there is a *prima facie* case |
| Appointing a complaint review officer | Dean of faculty (or nominee)/faculty contact/director of corporate department (or nominee)/college contact | Complaint review officerSupporting Officer | Request for Review FormSupporting evidenceConfirmation of timescales |
| Providing the complaint review officer with case information | Supporting officer | Complaint review officer | Request for Review FormSupporting evidence |
| Meetings with the complainant/staff/witnesses relevant to the complaint (if required) | Supporting officer | Interviewee | A copy of the minutes  |
| Communication of any delays to the Student Casework Unit | Complaint review officer | Supporting officer | Email detailing the reason(s) for the delay and the expected completion date*NB: The complainant and any member(s) of staff named in the complaint are then written to by the Student Casework Unit* |
| Communication of any delays to the complainant and staff that are the subject of a complaint | Registry Officer (Student casework), Student Casework Unit | ComplainantStaff that are the subject of the complaint | Letter detailing the reason(s) for the delay and the expected completion date |
| Consideration of the outcome of the review by the faculty/department  | Associate Registrar (Student Casework) (or nominee), Student Casework Unit | Dean of faculty (or nominee)/director of corporate department (or nominee) | Complaint review officer’s reportvia SHAREPOINT |
| Consideration of the outcome of the review by the college (if applicable) | Dean of faculty (or nominee)/director of corporate department (or nominee) | Principal of college (or nominee) | Complaint review officer’s report*NB If the complainant is studying at a partner college the dean of faculty (or nominee)/director of corporate department (or nominee) should liaise with the partner college when considering the outcome prior to including their comments within the complaint review officer’s report* |
| Proposal for financial compensation (if necessary) | Associate Registrar (Student Casework) (or nominee), Student Casework Unit | Deputy Vice Chancellor | A summary report of the complaint, detailing the reason(s) for the proposal for financial compensation |
| Approval of any financial compensation proposed (if necessary) | Associate Registrar (Student Casework) (or nominee), Student Casework Unit | Dean of faculty (or nominee)/director of corporate department (or nominee)/principal of college (or nominee)NB If in excess of £500 must be approved by nominated member of Exec (currently Darren Xibberas) | Confirmation of approval |
| Communication of the final report internally | Supporting officerDean of faculty (or nominee)/ director of corporate department (or nominee)/college contact | Faculty contact/dean of faculty (or nominee)/director of corporate department (or nominee)/principal of college (or nominee)/ Investigating officerAny member(s) of staff that are the subject of the complaint and other appropriate member(s) of staff | A copy of the reportvia SHAREPOINTA copy of the report, redacted as appropriate. *NB: It is good practice to talk through the final report with the any member(s) of staff named in the complaint in person.*  |
| Communication of the final outcome to the complainant | Registry Officer (Student casework), Student Casework Unit | Complainant | The complaint review officer’s report and covering letter |
| Informing HR of the outcome  | Registry Officer (Student casework) | Relevant HR partner | Complaint review officer’s report or confirmation that a complaint has been withdrawnvia SHAREPOINT |

**OFFICE OF THE INDEPENDENT ADJUDICATOR**

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| **Activity** | **Person responsible** | **To be informed** | **Information to be provided** |
| Providing the case file to the OIA | Associate Registrar (Student Casework) (or nominee), Student Casework Unit  | OIA case handler | As requested by the OIA – normally the full case file |
| Informing staff that a complaint has been taken to the OIA | Associate Registrar (Student Casework) (or nominee), Student Casework Unit Dean of faculty (or nominee)/director of corporate department (or nominee)/principal of college (or nominee)/faculty contact | Dean of faculty (or nominee)/director of corporate department (or nominee)/principal of college (or nominee)/faculty contact/investigating officer/complaint review officerAny member(s) of staff named in the complaint | Email confirming the case has been allocated to an OIA case handler |
| Informing staff of the outcome of a complaint by the OIA | Associate Registrar (Student Casework) (or nominee), Student Casework Unit Dean of faculty (or nominee)/director of corporate department (or nominee)/principal of college (or nominee)/faculty contactAssociate Registrar (Student Casework) (or nominee), Student Casework Unit  | Dean of faculty (or nominee)/director of corporate department (or nominee)/principal of college (or nominee)/faculty contact/investigating officer/complaint review officerAny member(s) of staff named in the complaintInvestigating officer and complaint review officer | Copy of the OIA’s final report |
| Providing redacted reports to the Students’ Union | Senior Registry Officer (Student casework) | Chief Executive, Students’ UnionPresident, Students’ Union | A copy of redacted OIA reports |