If a complaint is upheld or partly upheld at the review stage, you are able to request a Completion of Procedures Letter if you remain dissatisfied. This must be requested within one month of notification of the decision of the Complaint Review Officer.

The case will be allocated to a Complaint Review Officer, who will review the case and provide an outcome to SCU within 15 working days

The Academic Registrar (or nominee) will consider your RFR to establish whether you have grounds under which the complaint can be considered at Stage 3 and inform you of the outcome within 5 working days

Conclude that the complaint meets the criteria for further consideration

Dismiss the case

Submit a RFR Form to Student Casework Unit (SCU) within one month of receipt of the response to the formal investigation.

Uphold the findings of the original investigation

Overturn outcome of Stage 2 and propose alternative outcome

Refer the complaint for re-investigation by an Investigating Officer

You will be issued with a Completion of Procedures Letter

You will be notified of the outcome within 5 working days of receipt by SCU of outcome)