**UNIVERSITY OF SOUTH WALES**

**PRIFYSGOL DE CYMRU**

**STUDENT CASEWORK UNIT**

**PROCEDURE FOR APPROVING PROPOSALS FOR FINANCIAL RECOMPENSE**

Recommendations made through the University’s internal complaints procedure

1. In the course of investigating complaints, investigating officers or complaint review officers may on occasion conclude that the University should provide financial recompense to a student. This should normally only be done where there is no alternative remedy which is appropriate in the circumstances.
2. Issues which should be taken into account in deciding whether financial recompense may be necessary include:

2.1 a student having been significantly financially disadvantaged as a result of evidence of an error on the part of the University

2.2 evidence of a student not having received a service/experience which information provided by the University made clear would form part of the course on which the student enrolled, resulting in the student being significantly disadvantaged

2.3 delays in the way in which the University dealt with a complaint, which have led to the student being significantly financially disadvantaged or otherwise being significantly disadvantaged

2.4 evidence of distress and inconvenience caused to the student as a result of errors on the part of the University.

1. Prior to conveying to the student a conclusion which includes financial recompense (or even discussing the potential offer with the student), the following procedure should be followed:
	1. discussions should take place between the Associate Registrar: Student Casework (or nominee) and the Dean of Faculty/Head of Department (or nominee) regarding the proposed financial recompense and the grounds and evidence on which the conclusion to offer this amount has been reached

3.2 where the proposed financial recompense is up to and including £500 the Associate Registrar: Student Casework will make the decision

3.3 where the proposed financial recompense is above £500 the Associate Registrar: Student Casework (or nominee) will produce a report to be considered by the Chief Finance Officer (or nominee) providing details of the case and information on any relevant previous cases and the amount of financial recompense made in such cases; a response will be provided within 5 working days.

4. The Student Casework Unit will write to the student detailing the proposal for financial recompense and requesting the return of the Financial Claim Form.

5. The faculty/department will be responsible for arranging payment upon receipt of the Financial Claim Form from the Student Casework Unit.

Fee waivers

6. Where a student has been incorrectly informed of the fees for a course, and we have agreed to charge the lower fee, the Associate Registrar: Student Casework is responsible for approving the waiver.

Recommendations made by the Office of the Independent Adjudicator (OIA)

7. Recommendations for financial recompense are occasionally made by the OIA as a result of its investigations into complaints by students of the University. Where this is the case, the procedures under 3.2 – 3.3 above should be followed.