**COMMUNICATION PLAN: STUDENT COMPLAINTS**

**STAGE 1 - 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 Form  Supporting evidence  Confirmation of timescales  via SHAREPOINT |
| Finding resolution without investigation | Faculty contact/director of corporate department (or nominee)/college contact | Student Casework Officer | Actions suggested or taken |
| Inform student of proposed action/ meeting with faculty to discuss | Student Casework Officer | Student | Actions suggested or taken  Faculty 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 | Student Casework Officer | Student | Actions suggested or taken  Request to confirm if resolved to student’s satisfaction |
| Confirm resolved or wants formal complaint | Student | Student Casework Officer | Written confirmation |

**STAGE 2 - 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 | Student Casework Officer | Faculty contact/director of corporate department (or nominee)/ college contact | Student Complaint Form  Supporting evidence  Confirmation 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 and organising a case conference (as appropriate, where a staff member is the subject of a complaint) | Supporting Officer | Relevant HR partner (all correspondence to be copied to ER Partner) | Copy of the Student Complaint Form via SHAREPOINT |
| HR receive a complaint against a staff member directly and are dealing with it through their own procedures | HR to notify Student Casework (a case conference will be organised where appropriate) | Student Casework to ensure student is appropriately informed of next steps through the process | Copy of the student complaint via SHAREPOINT |
| Appointing an investigating officer and provision of case information | Faculty contact | Investigating Officer, Supporting Officer | Student Complaint Form  Supporting evidence  Confirmation of timescales  Guidance documents via SHAREPOINT |
| 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 | Supporting officer | Complainant  Staff 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 report  via 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) | Head of Student Casework (or nominee), Student Casework Unit | Chief Finance Officer | A summary report of the complaint, detailing the reason(s) for the proposal for financial compensation |
| Approval of any financial compensation proposed (if necessary) | Head of 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 Xiberras) | 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) | Supporting officer  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 response  The 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 | Supporting officer | 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 | Supporting officer | Relevant HR partner | Investigating officer’s report or confirmation that a complaint has been withdrawn |

**STAGE 3 - 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) | Supporting officer | Appropriate HR contact  Dean/director of corporate department (or nominee) | Request for Review Form  Supporting evidence  via SHAREPOINT |
| Informing the faculty/department/college that a request for review has been received | Supporting officer | Dean of faculty (or nominee)/faculty contact/director of corporate department (or nominee)/college contact  Staff that are the subject of the complaint  Investigating officer | Request for Review Form  Supporting evidence  via SHAREPOINT |
| Confirming whether there are grounds for a review | Head of Student Casework (or nominee), Student Casework Unit | Complainant  Dean of faculty (or nominee)/faculty contact/director of corporate department (or nominee)/college contact  Staff that are the subject of the complaint  Investigating officer | Request for Review Form  Supporting evidence  Letter 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 officer  Supporting Officer | Request for Review Form  Supporting evidence  Confirmation of timescales |
| Providing the complaint review officer with case information | Supporting officer | Complaint review officer | Request for Review Form  Supporting 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 | Supporting officer | Complainant  Staff 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 | Head of Student Casework (or nominee), Student Casework Unit | Dean of faculty (or nominee)/director of corporate department (or nominee) | Complaint review officer’s report  via 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) | Head of Student Casework (or nominee), Student Casework Unit | Chief Finance Officer | A summary report of the complaint, detailing the reason(s) for the proposal for financial compensation |
| Approval of any financial compensation proposed (if necessary) | Head of 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 the Chief Finance Officer | Confirmation of approval |
| Communication of the final report internally | Supporting officer  Dean 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 officer  Any member(s) of staff that are the subject of the complaint and other appropriate member(s) of staff | A copy of the report  via SHAREPOINT  A 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 | Supporting officer | Complainant | The complaint review officer’s report and covering letter |
| Informing HR of the outcome | Supporting officer | Relevant HR partner | Complaint review officer’s report or confirmation that a complaint has been withdrawn  via 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 | Head of 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 | Head of 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 officer  Any 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 | Head of 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  Head of 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 officer  Any member(s) of staff named in the complaint  Investigating officer and complaint review officer | Copy of the OIA’s final report |
| Providing redacted reports to the Students’ Union | Senior Casework Officer (or nominee) | Chief Executive, Students’ Union  President, Students’ Union | A copy of redacted OIA reports |