**COMMUNICATION PLAN: STUDENT COMPLAINTS 2018/19**

**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 Assistant, 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) | 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*  |
| Appointing a supporting officer | Senior Registry Officer (Student Casework) | Assigned Registry officer (Student Casework) | Student Complaint FormSupporting evidenceConfirmation of timescales |
| Informing HR of the complaint (if appropriate) | Supporting officer | Relevant HR partner | Copy of the Student Complaint Form via SHAREPOINT |
| Appointing an investigating officer  | Dean of faculty (or nominee) | Investigating officer, supporting officer | Name of investigating officer |
| Provision of documentation and guidance to the investigating officer | Supporting officer | Investigating officer | Student Complaint FormSupporting evidenceConfirmation 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)/ 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 | 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 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) | 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) | Deputy Vice Chancellor (Strategic Resources) | 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) | Dean of faculty (or nominee)/ director of corporate department (or nominee)Deputy Vice Chancellor (Strategic Resources) | Confirmation of approval |
| Communication of the final report internally | Dean of faculty (or nominee)/director of corporate department (or nominee)/ contact at partner organisation (or nominee) | Registry Assistant, 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 Assistant, 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 | Supporting officer | 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) | Supporting officer/ Registry Assistant, Student Casework Unit | Head of HR OperationsDean/ 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 Assistant, 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) | 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 | Supporting officer | Complaint review 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 | Supporting officer | 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) | 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) | Deputy Vice Chancellor (Strategic Resources) | 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) | Dean of faculty (or nominee)/director of corporate department (or nominee)/principal of college (or nominee) | 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 | 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 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) | 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) 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)Dean of faculty (or nominee)/director of corporate department (or nominee)/principal of college (or nominee)/faculty contactAssociate Registrar (Student Casework) (or nominee) | 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 |