Report provided to the Student Casework Unit for final review which is provided to the student(s) within 5 working days

Appoint an Investigating Officer, who undertakes an investigation and gathers appropriate evidence within 30 working days

Investigating Officer drafts their report and faculty/department nominee reviews and adds comments, including completion of actions to be taken table

Is the student(s) content with the outcome?

Student submits a formal complaint to the Student Casework Unit including all relevant evidence

Student Casework Unit submits report an actions and recommendations to QAC and the Student Casework Group

Case is reviewed by a Review Officer and a final outcome sent to the student within 15 working days. The student may receive a Completion of Procedures letter depending on the outcome

Yes

Student either requests a Completion of Procedures letter or one is issued automatically if a request for review is submitted and declined

No

Does the student have grounds to request a review?

No

Yes

Faculty/ department undertakes any actions relating to any recommendations and reports these to the Student Casework Unit

No

Yes

Yes

No

Assist student in resolving the issues

Are there any other avenues for early resolution?

Case is closed, and where possible the student receives confirmation of the actions taken to resolve the concerns

Has early resolution been successful?

Student attempts to resolve the issues themselves through early resolution

Student has a concern they wish to raise