

DE MONTFORT UNIVERSITY

DEPARTMENT OF CORPORATE AFFAIRS

STUDENT COMPLAINTS PROCEDURE

1 INTRODUCTION

The University recognises the importance of effective complaints management as both a tool and a source of information for service improvement.

The University recognises the right of students, alumnus or applicants to raise issues of concern about the services provided by the University.

The Complaints and Student Conduct Manager manages the Complaints Procedure under the direction of the Director of Corporate Affairs.