

2 PROCEDURE OVERVIEW

This procedure is in three stages:

Stage 1: Local Resolution

Stage 2: Complaint to the Complaints and Student Conduct Manager

Stage 3: Appeal to the University Complaints Committee.

2.1 Scope of Procedure

The University makes a clear distinction between **appeals against assessment board decisions**, which are managed by the Academic Registrar, and **expressions of dissatisfaction about other service provision**, which are dealt with in accordance with the Complaints Procedure described in this document. Any complaint to the Complaints and Student Conduct Manager which appears to be an academic appeal will be referred to the Academic Registrar for consideration.

The University Complaints Procedure is available to all **students and alumnus** of, and **applicants** for places at the University to enable them to raise any concerns about service provision, including matters relating to rejected place applications and discrimination in any form.

The policy of the University is that no person (applicant, student, staff or visitor) is discriminated against, either directly or indirectly, on the grounds of their race, colour, ethnic or natural origin or nationality, gender, marital status, age, disability, sexual orientation, religious or political beliefs, disability or offending background. No person should be discriminated against for making a complaint.

2.2 Aims of the Procedure

The procedure's aims are:

- To encourage local resolution in as many cases as possible.
- To be simple, open and accessible.
- To be accountable.
- To be non-adversarial.
- To be fair to all parties involved and avoid allocating unnecessary blame to individuals.
- To lead to prompt resolution.
- To lead to service improvement.

2.3 Successful Resolution

A successful resolution at any stage of the procedure should:

- Be honest.
 - Be fair to all parties.
 - Include an apology and/or other form of recompense if appropriate.
 - Include corrective and/or preventive action.
- OR**
- Provide a clear and honest explanation of what has happened and why further action is not appropriate.