Student Complaints Procedure Flowchart

Student raises **Informal (Stage 1) Complaint** within 10 working days of the incident occurring

Complaint resolved - no further action

← **Member of staff responds to complaint within 5 working days**

Student submits **Stage 2 Formal Complaint** within 10 working days of the Informal (Stage 1) outcome.

Sifting and Review Panels decision

← Evidence presented is not sufficiently compelling to warrant investigation - complaint is rejected and Student is signposted to NIPSO.

→ Evidence presented is sufficiently compelling to warrant investigation - complaint referred to Faculty Pro-Vice-Chancellor (FPVC) or Director of relevant service to appoint an Investigating Officer.

FPVC/Director considers Investigating Officer's Report

Stage 2 complaint outcome communicated to the student normally within eight working days of the decision being made.

Complaint resolved - no further action

Student submits **Appeal (Stage 3)** within 10 working days of notification of the Stage 2 outcome.

Sifting and Review Panels decision

← Evidence presented is not sufficiently compelling to warrant investigation - complaint is rejected and Student is signposted to NIPSO.

→ Evidence presented is sufficiently compelling to warrant investigation. Student invited to attend Appeal Panel meeting

Student Complaints Appeal Panel Decision

← Appeal upheld (in full or in part). Student is signposted to NIPSO.

Appeal dismissed. Student is signposted to NIPSO.