

Student Casework

Student Complaints Procedure



Version control

Owner:	Academic Registrar
Author:	Student Casework Team, Directorate of Registry & Student Administration
Approved by:	Learning & Teaching Committee.
Date of Approval of this Version:	21 September 2022
Next Review Date:	1 September 2025
Version Number:	V1.0
Applicable Statutory, Legal or National Best Practice Requirements:	Office of the Independent Adjudicator Good Practice guidelines
Equality Impact Assessment Completion Date:	1 September 2022

This document can only be considered valid when viewed via the University website. If this document is printed into hard copy or saved to another location, you must check that the version number on your copy matches that of the one on the University website. Approved documents are valid for use after their approval date and remain in force beyond any expiry of their review date until a new version is available.

If you require this document in an alternative format, such as Braille, large print or a coloured background, E-text (compatible with screen-reading software) or digital audio such as CD please contact marketing@bradford.ac.uk.

Contents:

1.	Introduction and Context	4
2.	Definition and Scope	4
3.	General Principles.....	8
4.	Timescales for Submitting Complaints	9
5.	Student Complaints Procedure.....	10
6.	External Review: Office of the Independent Adjudicator for Higher Education.....	17
7.	Collaborative Partners	17
8.	Monitoring and Review	18
9.	General Protocols	18
10.	Related Policies	19

Student Complaints Procedure

1. Introduction and Context

- 1.1 The University of Bradford is committed to providing an excellent student experience which puts students at the heart of learning and aims to deliver the highest quality educational and support services to students. However, the University acknowledges that at times students may be dissatisfied with aspects of their experience. The University welcomes complaints as an invaluable source of student feedback and a mechanism to remedy student dissatisfaction at the earliest possible opportunity. The University supports the rights of students to raise complaints without disadvantage, and undertakes to deal with them in a thorough, transparent, timely and impartial manner.
- 1.2 The University encourages and advises students to seek early resolution of their complaints as quickly as possible before matters deteriorate or escalate. The University strongly believes in early resolution as a mechanism to remedy dissatisfaction at the earliest possible opportunity to enable the student to continue with their studies and have the best possible experience. Where this does not provide the required or expected outcome, or where the matter is so serious that it cannot be dealt with through early resolution, a formal complaint may be made at the Formal Stage.

2. Definition and Scope

- 2.1 For the purposes of this procedure, a complaint is defined as an expression of dissatisfaction by one or more students about the University's action or lack of action, or about the standard of service provided by or on behalf of the University. When making a complaint, a student will generally be seeking a remedy or (more rarely) recompense; where a student wishes to bring a matter to the University's attention for the purpose of general improvement, channels for feedback and suggestions.
- 2.2 Examples of matters which might be raised through the Student Complaints Procedure are:
 - 2.2.1. Dissatisfaction with standards of academic provision (for example, insufficient or badly maintained resources and facilities; arrangements for submission of assessment; provision of academic feedback; information provided, or not

- provided, about a programme; scheduling of teaching activities).
- 2.2.2. Dissatisfaction with the standard, quality or frequency of academic delivery, supervision or tuition (for example, quality of lectures; inconsistent advice; quantity of supervision).
 - 2.2.3. Perceived misinformation about an academic programme (for example, a perceived mismatch between information provided about the programme and the programme as actually delivered).
 - 2.2.4. Dissatisfaction with standards of service (for example, availability of required reading material; level of service provided by University support services).
 - 2.2.5. Dissatisfaction with the level and availability of pastoral support (for example, access to student services).
 - 2.2.6. Dissatisfaction with placements where the issue relates to aspects of the placement with which the University has responsibility or involvement. Complaints about placements relating solely to the actions or provisions of the placement provider should be addressed to the complaints scheme of the placement provider in the first instance, as set out in section 7.
 - 2.2.7. Dissatisfaction with other aspects of the quality of the learning experience.
- 2.3 Students may submit complaints under the Student Complaints Procedure about any aspect of their University experience, including the Students' Union, with the exception of the following matters which are covered through separate procedures and are therefore excluded from consideration under the Student Complaints Procedure:
- 2.3.1. Concerns about decisions made by academic bodies regarding student progression, academic assessment (including examinations) and award, which are covered under the Regulations Governing Appeals by Students Against an Aspect of their Academic Assessment.
 - 2.3.2. Concerns about decisions made under Academic Misconduct.

- 2.3.3. Appeals and Complaints about the University's Admissions Processes, which are covered under the Admissions Appeals and Complaints Procedures.
 - 2.3.4. Complaints about a decision in relation to compliance with UK Visas and Immigration Regulations (Student visa) which are covered under the Regulations Governing Appeals & Complaints by Applicants and Students against a Decision in relation to Compliance with UK Visas and Immigration Regulations (Student visa).
 - 2.3.5. Issues relating to allegations of misconduct associated with research which are covered by the Code of Practice for Research: Promoting good practice and preventing misconduct.
 - 2.3.6. Incidences of bullying, harassment and victimisation which should be raised through the Dignity and Respect Policy. Any forms of these behaviours will not be tolerated. The University will respond promptly and confidentially to any issued raised.
- 2.4 Disciplinary, Fitness to Practise and Health, Wellbeing & Fitness to Study issues are also considered under separate Procedures including the outcome of these Procedures. Issues relating to Disciplinary, Fitness to Practise and Health, Wellbeing & Fitness to Study cases should be raised as part of the related investigations and hearings. Dissatisfaction with the handling of Disciplinary, Fitness to Practise and Health, Wellbeing & Fitness to Study cases, however, may be raised through the Student Complaints Procedure.
- 2.5 Where a student submits both a complaint and an academic appeal in relation to the same matter, the investigation and response to the appeal will normally take precedence. If the student finds the response to the appeal investigation unsatisfactory, the complaint will then be given due consideration under this procedure.
- 2.6 Aspects or all of a complaint submitted under the Student Complaints Procedure may require consideration under another procedure. For example, complaints made about members of staff will, where appropriate, be considered under the University's Staff Disciplinary Policy and Procedure.
- 2.7 Where an aspect or all of a complaint is referred to the Staff Disciplinary Policy and Procedure, the student may not be informed

any action taken under that Policy and Procedure, or the outcome of the procedure.

- 2.8 Where it is not possible to resolve a complaint under the Student Complaints Procedure without prejudicing the proper conduct of staff disciplinary proceedings, then the disciplinary proceedings will take precedence. Such decisions will be taken by the Director of People and Campus Services and the Academic Registrar. However, wherever possible the University will begin investigations into any aspect of the student complaint which do not relate to matters which might necessitate disciplinary proceedings against members of staff.
- 2.9 Complaints can be accepted under the Student Complaints Procedure from:
- 2.9.1. All students currently registered on a programme of study delivered at the University of Bradford campus, at a distance or at locations directly controlled by the University.
 - 2.9.2. Students who have recently graduated, or been suspended, excluded, withdrawn or expelled from a programme of study delivered at the University of Bradford campus or locations at the University of Bradford, and who submit a complaint within three months of the date of graduation, suspension, exclusion, withdrawal or expulsion.
 - 2.9.3. Students who are studying at Collaborative Partner Institutions should follow the complaints procedure of the partner institution in the first instance. In the event that students studying at Collaborative Partner Institutions are unhappy with the outcome of this process they may seek a review of their complaint under this procedure, as set out in section 7.
- 2.10 If students wish to complain as a group, one person must be selected to be the main point of liaison between the group and the University. A list of all students included in the group complaint should be provided, along with their UB student numbers, and evidence that the spokesperson has been appointed to represent the group. The Student Complaint Procedure will apply to the students named in the group complaint.
- 2.11 Complaints from members of staff of the University should follow the University's Grievance Policy and Procedure and will not be considered under this procedure. Complaints from members of the public should be directed to the University Secretary

(universitysecretary@bradford.ac.uk) and will not be considered under this procedure.

- 2.12 The University recognises that involvement in the Student Complaints Procedure can be a difficult and worrying experience. Support, assistance and advice on all aspects of the Student Complaints Procedure is available to students from the Students' Union Advice Service (ubu-advice@bradford.ac.uk). The University strongly encourages students to access this support. Disabled students who, for impairment reasons, might experience difficulty in accessing any aspect of the Student Complaints Procedure, may seek assistance from Disability Services (disabilities@bradford.ac.uk, www.bradford.ac.uk/disability). Mental Health Disability is supported via Mental Health Advisors (mhadvice@bradford.ac.uk).

3. General Principles

- 3.1 The University intends the Student Complaints Procedure to be simple, clear and fair to all parties involved. Therefore, in handling Student Complaints, the University will:
- 3.1.1. Be sensitive, courteous and respectful to all parties involved in the complaint.
 - 3.1.2. Treat complaints with the seriousness they deserve.
 - 3.1.3. Deal with complaints as quickly as possible.
 - 3.1.4. Ensure that complainants are not disadvantaged by submitting a complaint in good faith.
 - 3.1.5. Handle complaints confidentially, in accordance with the University's Data Protection Policy, and only disclose information to other parties involved in the complaint (such as witnesses) as is necessary to investigate and resolve the complaint properly. Feedback from complaints may be shared with Faculties and Professional Services to improve the student experience.
 - 3.1.6. Ensure that any individual named in a complaint is given the right to reply.
 - 3.1.7. Ensure that complaints are investigated by staff who are impartial.

Consider and respond to all aspects of the complaint and ensure that the response is clear.

- 3.2 The implementation of the Student Complaints Procedure will be in accordance with the University's values:
- 3.2.1. Excellence - excellence is at the heart of everything we do.
 - 3.2.2. Inclusion - diversity is a source of strength and must be understood, valued, supported and leveraged.
 - 3.2.3. Innovation - we give invention light and celebrate creativity and innovation.
 - 3.2.4. Trust - trust is the foundation of our relationships, underpinned by integrity in all we do.

4. **Timescales for Submitting Complaints**

- 4.1 Wherever possible, the University aims to resolve complaints quickly, informally and at the local Faculty or Service level. The earlier matters are raised, the easier resolution tends to be. The University will apply flexibility to submissions under the Early Resolution Stage. At the Formal and Review Stages, timescales are strictly defined. Where specified timescales have not been adhered to, the complaint will not be considered other than in exceptional and fully documented circumstances.
- 4.2 Early Resolution Stage: Students are encouraged to raise complaints as soon as possible, and ideally within ten working days of the incident, last act or omission which is the cause of the complaint. However, the nature of such complaints can vary widely and therefore complaints at the Early Resolution Stage can be submitted within one calendar month of the incident, last act or omission which is the cause of the complaint.
- 4.3 Formal Stage: Where a student feels that Early Resolution has not provided a satisfactory outcome, or where the complaint is deemed to be of a nature which makes Early Resolution unsuitable, a formal complaint should be submitted at the Formal Stage within one calendar month of the end of the Early Resolution Stage or within one calendar month of the incident, last act or omission which is the cause for complaint.
- 4.4 Review Stage: Where a student feels that the outcome of the Formal Stage has not provided a satisfactory outcome, a request for consideration at the Review Stage should be submitted within ten working days out the date of the Formal Stage outcome letter.

- 4.5 The University aims and endeavours to address and resolve all complaints within three months of the Formal Stage being initiated by a student. In certain complex cases this deadline may need to be extended. Where this is the case students will be kept informed and updated on the progression of their complaint and will be given an indication of when the complaint will be resolved.

5. Student Complaints Procedure

- 5.1 The Student Complaints Procedure is divided into three parts:
- 5.1.1. Early Resolution, which emphasises resolution at the ‘local’ point where the issue arose before it escalates into a formal complaint.
 - 5.1.2. The Formal Stage, in which the complaint will be formally investigated and a formal response issued.
 - 5.1.3. The Review Stage, in which a formal review of the complaint is undertaken.
- 5.2 Early Resolution
- 5.2.1 It is anticipated that most complaints can be resolved informally. Therefore, in the first instance resolution should be sought from the Faculty or Professional Service Directorate in which complaint arose.
 - 5.2.2 Students should raise their concern with the member of staff most directly involved or the person who can best resolve it. To ensure that the complaint has the best chance of being resolved quickly, the University expects that students will raise issues within ten working days of the incident, last act or omission causing the complaint. However, given the varied nature of complaints, issues at the Early Resolution stage may be raised within one calendar month.
 - 5.2.3 Complaints at the Early Resolution Stage may be raised orally or in writing. The matter will usually be dealt with by discussion (or other appropriate means for distance learning students). The member of staff with whom the complaint has been raised may need to seek information from other staff or undertake routine investigations. However, it is intended that the matter be resolved at this point and prompt action is expected of University staff. While no timescales are prescribed, it is expected that consideration of complaints

raised at the Early Resolution Stage will be completed with two weeks of the issue being raised.

5.2.4 Examples of potential outcomes at the Early Resolution stage include:

- Providing more information to the student;
- Providing an explanation to the student;
- Giving an apology where it seems appropriate to do so;
- Being empathetic and understanding where there is no apparent solution;
- Engaging mediation.

5.2.5 Faculties and Professional Services Directorates will maintain a log of all complaints considered at the Early Resolution Stage.

5.3 Formal Stage

5.3.1. Where a student feels that Early Resolution has not provided a satisfactory outcome, or where the complaint is deemed to be of a nature which makes Early Resolution unsuitable, they make invoke the Formal Stage of the Procedure.

5.3.2. Complaints submitted under the Formal Stage of the Procedure must be made in writing to the Student Casework Manager (complaintsandappeals@bradford.ac.uk) within one calendar month of the outcome of the Early Resolution stage, or, where the Early Resolution stage was not invoked, within one calendar month of the incident, last act or omission which caused the complaint. A template for the submission of complaints at the Formal Stage is provided, however complaints submitted in writing which do not use this template will be accepted. Before submitting a complaint at the Formal Stage, students are encouraged and advised to contact the Students' Union Advice Service for independent advice and support (ubu-advice@bradford.ac.uk).

5.3.3. Late submission of complaints at the Formal Stage will only be accepted where in exceptional circumstances which are supported by documentary evidence which is made available to the University (for example, where a complainant was too unwell to be able to submit within the required timescales).

- 5.3.4. The complaint submission should detail the grounds for the complaint, together with a statement of what has been done by the student to seek Early Resolution, what the response or resolution at this stage was and why this response or resolution was deemed inadequate. Where the Early Resolution stage was not invoked, the complaint should detail why the complaint was deemed to be of a nature which makes Early Resolution unsuitable. Any supporting evidence which the complainant has to support the complaint should be appended. The student should also clearly indicate the form of resolution or redress sought.
- 5.3.5. The Student Casework Manager will acknowledge the complaint and notify the complainant of how the complaint will be taken forward within 7 working days of its receipt. In the event that a complaint concerns the work of the Student Casework Manager, the Academic Registrar will assign another member of staff to oversee the Formal Stage.
- 5.3.6. If the Early Resolution stage was not invoked, and the Student Casework Manager considers that it should have been entered into, the complaint will be referred to this stage. Where it is identified that a complaint relates to a matter covered by another procedure and therefore excluded from the Student Complaints Procedure (as set out in sections 2.3 and 2.4), the complaint will be returned to the complainant with notification of the procedure which should be used.
- 5.3.7. A complaint submitted at the Formal Stage may be rejected at the discretion of the Student Casework Manager or the Academic Registrar if it is late without good reason (see section 5.3.3), where supporting evidence is unreasonably withheld, or where it is considered to be malicious, vexatious or frivolous. Where a complaint is rejected, the Student Casework Manager will write to the Complainant setting out the reasons for the decision and will issue the Complainant with a Completion of Procedures letter (which is required before a complaint can be lodged with the Office of the Independent Adjudicator for Higher Education).
- 5.3.8. Where a complaint is accepted for consideration at the Formal Stage, the Student Casework Manager will arrange for the matter to be considered by an Investigating Officer,

, normally from the Faculty or Professional Services Directorate in question, who has not previously had involvement in the issue being raised.

- 5.3.9. The Investigating Officer will undertake a suitable investigation into the complaint. The form the investigation takes is at the discretion of the Investigating Officer. However, it will normally involve discussion with the complainant and any other persons who are required to respond to the complaint, and the gathering of information pertinent to the complaint. The Investigating Officer may also seek specialist advice from relevant University staff. The complainant and any other persons who the Investigating Officer seeks to meet face to face will be given at least two working days' notice of any meeting, and may be accompanied as set out in section 9.1.
- 5.3.10. If, during the course of an investigation, the Investigating Officer considers that an aspect or all of a complaint may require referral for investigation under the Student Disciplinary Procedure or the Staff Disciplinary Policy and Procedure, the complaint should be referred back to the Student Casework Manager who will liaise with the relevant University Officer to instigate such an investigation and notify the complainant of the status of their complaint. Consideration as set out in section 2.6 may apply.
- 5.3.11. If, during the course of an investigation, the Investigating Office considers that a complaint is malicious, vexatious or frivolous, the complaint should be referred back to the Student Casework Manager who will consider whether to reject the complaint and any referral to the Student Disciplinary Procedure.
- 5.3.12. The timescale for an investigation will depend on the complexity of the complaint under consideration, a complainant should normally expect a written outcome at the Formal Stage within one calendar month of the submission of the complaint. Where an Investigating Officer considers that this timescale will be exceeded, they should notify the Student Casework Manager of the reasons for the delay and the expected completion date. The Student Casework Manager will notify the complaint of the revised timescale.

- 5.3.13. At the conclusion of the investigation, the Investigating Officer will provide the Student Casework Manager with a written report setting out the scope of the investigation, the outcomes of the Investigation and reasons for the outcome. A template is supplied for this purpose. The Investigating Officer may find the complaint justified, not justified or partly justified and this should be specified within the report. Where a complaint is found to be justified or partly justified, the Investigating Officer will identify a course of action in remedy or redress in their report.
- 5.3.14. The Student Casework Manager is responsible for the communication of the outcome of the investigation to the complainant. The Student Casework Manager will provide the complainant with a written response outlining the outcome of the Formal Stage complain and any remedy or redress offered by the University. The Investigating Officer's report will be appended to the outcome letter. The outcome letter will provide the complainant with details about the Review Stage of the Student Complaints Procedure.
- 5.4 Review Stage
- 5.4.1. If a complainant is not satisfied with the outcome at the Formal Stage, he or she may seek a review of their complaint at the Review Stage of the Student Complaints Procedure.
- 5.4.2. Requests to invoke the Review Stage should be made in writing to the Student Casework Manager within ten working days of the Formal Stage outcome letter. A template for the submission of requests for the Review Stage is provided, however requests submitted in writing which do not use this template will be accepted. Before submitting a complaint at the Formal Stage, students are encouraged and advised to contact the Students' Union Advice Service for independent advice and support (ubu-advice@bradford.ac.uk).
- 5.4.3. Late submission of requests for the Review Stage will only be accepted where in exceptional circumstances which are supported by documentary evidence which is made available to the University (for example, where a student was too unwell to be able to submit within the required timescales).
- 5.4.4. The request should explain why the outcome at the Formal Stage was considered unsatisfactory and should include

copies of all documentation provided to the complainant at the Formal Stage along with any other documentary evidence pertinent to the request. The request should also set out the grounds on which the complainant is requesting review at the Review Stage. The grounds permissible are:

- That there was an irregularity in the operation of the procedure at the Formal Stage which resulted in disadvantage to the complainant;
- That, on the facts available at the Formal Stage, the decision and outcome were not reasonable;
- That new evidence has become available which had not previously been disclosed. Consideration of such evidence will only take place in exceptional circumstances and the complainant will be required to explain why such evidence could not be disclosed at an earlier stage of the complaint.

5.4.5. The Student Casework Manager will acknowledge the request and notify the complainant of how the request will be taken forward within 7 working days of its receipt. In the event that a complaint concerns the work of the Student Casework Manager, the Academic Registrar will assign another member of staff to oversee the Formal Stage.

5.4.6. A request for the Review Stage may be rejected at the discretion of the Academic Registrar or the Student Casework Manager if it is late without good reason (see section 5.4.3) or the basis that no prima facie case has been made in relation to the grounds for review set out in section 5.4.4, or where the request relates entirely to new matters of complaint not raised at the Formal Stage. Where the Review Stage is refused, the Student Casework Manager will write to the complainant advising them of the outcome and the reasons for the decision. Except in the circumstance where the refusal was on the basis that the request relates entirely to new matters of complaint not raised at the Formal Stage, in which case the complainant will be referred to the Formal Stage of the Procedure, the Student Casework Manager will issue the complainant with

a Completion of Procedures Letter. This concludes the process within the University.

- 5.4.7. Where the Review Stage is granted, the Student Casework Manager will arrange for the matter to be considered by a Review Officer, who will be a member of staff of appropriate seniority in a Faculty or Professional Services Directorate other than that complained about.
- 5.4.8. The Review Officer will give due consideration to the Review Stage complaint. The form of this consideration will be at the discretion of the Review Officer. However, it will normally involve discussion with the complainant and any relevant persons. The Review Officer may also seek specialist advice from relevant University staff. The Review Officer will not normally conduct a wholly new investigation into the original complaint, but will consider the issues raised by the complainant in their request for the Review Stage. The complainant and any other persons who the Review Officer seeks to meet face to face will be given at least two working days' notice of any meeting, and may be accompanied as set out in section 9.1.
- 5.4.9. The timescale for a review will depend on the complexity of the complaint under consideration. However, a complainant should normally expect a written outcome at the Review Stage within one calendar month of the submission of the request for the review. Where a Review Officer considers that this timescale will be exceeded, they should notify the Student Casework Manager of the reasons for the delay and the expected completion date. The Student Casework Manager will notify the complainant of the revised timescale.
- 5.4.10. At the conclusion of the investigation, the Review Officer will provide the Student Casework Manager with a written report setting out the scope of the review, the outcomes of the review and reasons for the outcome. A template is supplied for this purpose. The Review Officer may uphold or overturn the outcome of the Formal Stage and may identify a course of action in remedy or redress in their report.

5.4.11. The Student Casework Manager is responsible for the communication of the outcome of the investigation to the complainant. The Student Casework Manager will provide the complainant with a written response outlining the outcome of the Review Stage complain and any remedy or redress offered by the University. The Review Officer's report will be appended to the outcome letter. The Student Casework Manager will also issue the complainant with a Completion of Procedures letter. This concludes the process within the University.

6. External Review: Office of the Independent Adjudicator for Higher Education

- 6.1 Where a student is unhappy with the outcome of the Student Complaints Procedure, or a decision not to allow the Formal or Review Stage to proceed, they may seek to have this considered by the Office of the Independent Adjudicator for Higher Education (OIA). To bring a complaint to the OIA, a student will need to submit a completed OIA Complaint Form within 12 months of the date of the University's final decision (usually the date of the Completion of Procedures Letter). The OIA will not consider complaints submitted outside of 12 months of the date of this letter.
- 6.2 The University will issue Completion of Procedures letters at the following points:
- 6.2.1. The Formal Stage has been refused.
 - 6.2.2. The Review Stage has been refused.
 - 6.2.3. The Review Stage has been completed.
 - 6.2.4. Where a student does not request the Review Stage of the Procedure but requests a Completion of Procedures letter, the letter will be issued but will make clear that the student has not completed the University's internal processes.

7. Collaborative Partners

- 7.1 Students studying at collaborative partner institutions or organisations (including complaints relating to placements where the complaint solely relates to actions or provisions by the placement provider) should follow the partner's complaints procedure and will be supported in this by appropriate staff resource at the partner

institution. In the event that students are unable to obtain support from staff at the partner institution, they may contact the Students' Union Advice Service for support.

- 7.2 Partner Institutions must advise students in writing of the outcome of the investigation into their complaint by means of a formal letter. The outcome letter must be clear that students may seek a review of their case by contacting the Student Casework Manager.
- 7.3 Students studying at partner institutions who are not satisfied with the outcome of their complaint and who wish to seek a review of their case should be submit their request in writing to the Student Casework Manager.

8. Monitoring and Review

- 8.1 Faculties and Professional Services Directorates are responsible for maintaining a log of all complaints considered at the Early Resolution Stage, in accordance with guidance issued by the Academic Registrar, and for providing the information to the Student Casework Manager on an annual basis.
- 8.2 The Student Casework Manager is responsible for maintaining all records relating to complaints at the Formal and Review Stages.
- 8.3 An annual report on the operation of the Student Complaints Procedure will be provided to Learning and Teaching Committee.
- 8.4 Partner Institutions must submit an annual report to the relevant Faculty detailing the number of complaints submitted to them by students registered at the University of Bradford, the nature of and outcomes of complaints.

9. General Protocols

- 9.1 A complainant is entitled to be accompanied or represented at all stages of the Complaints Procedure. The Students' Union may provide a representative or advisor. Students may also be accompanied by a fellow student.
- 9.2 Members of staff who meet face to face with an Investigating Officer or Review Officer as part of the consideration of a student complaint may bring a colleague or Trades Union representative with them.

- 9.3 A student shall not involve a paid advocate or legal representation in the Student Complaints Procedure unless they have the express and explicit permission of the University Secretary to do so.
- 9.4 The University reserves the right to invoke the Student Disciplinary Procedure under the Student Code of Conduct in those cases where complaints appear to be of a harassing, vexatious or malicious nature. This is defined as one where it can be established that the complaint has been put forward so as to abuse the process of the Complaints Procedure or, for example, in an attempt to insult the name or character of another person.
- 9.5 Students are entitled to apply for access to personal data in accordance with the policies and procedures of the University undercurrent data protection law. Applications should be made in writing to the University's Data Protection Officer.

10. Related Policies

- 10.1 The following internal policies / regulations directly relate to this Procedure:
- 10.1.1. Academic Appeal Regulations (Regulation 6).
 - 10.1.2. Academic Misconduct Regulations (Regulation 5).
 - 10.1.3. Code of Practice for Research: Promoting Good Practice and Preventing Misconduct.
 - 10.1.4. Conduct of Student Members of the University (Ordinance 16).
 - 10.1.5. Data Protection Policy.
 - 10.1.6. Regulations Governing Appeals and Complaints by Applicants against an aspect of their Admission Process.
 - 10.1.7. Staff Disciplinary Policy and Procedure.
 - 10.1.8. Staff Grievance Policy and Procedure.
 - 10.1.9. Student Disciplinary Procedure.
 - 10.1.10. Student Fitness to Practise Procedure.
 - 10.1.11. Health, Wellbeing and Fitness to Study Policy and Procedures.

Appendix A

Key:

SCM: Student Casework Manager

SCT: Student Casework Team

C
O
M
P
L
A
I
N
T
S

P
R
O
C
E
S
S

