

Student identifies issues for complaint



INFORMAL RESOLUTION
Talk to the member of staff most directly concerned.
If they are not available or you do not feel comfortable talking to them then discuss with your Course Leader or the Head of Department.



**COMPLAINT
RESOLVED**

**SATISFIED WITH
OUTCOME**



**NOT SATISFIED WITH
OUTCOME**



STAGE ONE FORMAL COMPLAINT
Complete the Formal Complaints Form and send to the Student Casework Manager.
Students are required to demonstrate an attempt at informal resolution and identify the resolution sought. The complaint will be investigated by the relevant Head of School or Department.



**COMPLAINT
RESOLVED**

**SATISFIED WITH
OUTCOME**



**NOT SATISFIED WITH
OUTCOME**



STAGE TWO REVIEW BY A PRO VICE CHANCELLOR
Write to the Pro Vice Chancellor (PVC) via the Student Casework Manager, requesting the matter be reviewed at Stage Two. The PVC will review all correspondence relating to the complaint and may meet with parties involved.



**PVC requires original
decision to be reconsidered**



**PVC does not require original
decision to be reconsidered**

**COMPLAINT
RESOLVED**

**SATISFIED WITH
OUTCOME**



**NOT SATISFIED
WITH OUTCOME**



Student is eligible to refer the matter to the Office of the Independent Adjudicator (OIA) for external review.