

Student identifies issues for complaint

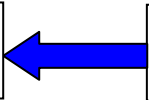


INFORMAL RESOLUTION
Talk to the member of staff most directly concerned.
If not available or you do not feel comfortable talking to him/her then discuss with your Personal Academic Tutor, Supervisor or Course Leader.



COMPLAINT RESOLVED

SATISFIED WITH OUTCOME



NOT SATISFIED WITH OUTCOME

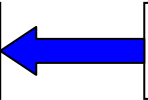


STAGE ONE FORMAL COMPLAINT
Complete the Formal Complaints Form and send to the Complaints & Appeals Officer.
Students are required to demonstrate an attempt at informal resolution and identify the resolution sought.
The complaint will be investigated by the relevant Head of Institute or Department.



COMPLAINT RESOLVED

SATISFIED WITH OUTCOME



NOT SATISFIED WITH OUTCOME



STAGE TWO REVIEW BY THE PRO VICE CHANCELLOR
Write to the Pro Vice Chancellor (PVC) via the Complaints & Appeals Officer, 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



SATISFIED WITH OUTCOME



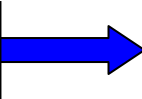
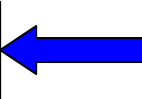
NOT SATISFIED WITH OUTCOME



PVC does not require original decision to be reconsidered



COMPLAINT RESOLVED



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