

Code of Practice for Student Complaints and Appeals

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| 1 October 2017. | 2016 Version. | General update. |

Code of Practice for Student Complaints and Appeals

Introduction

1.

Complaints and appeals should be made by individual students and pursued individually on a case-by-case basis. Where the issues raised affect a number of students, those students can submit a complaint or academic appeal as a group complaint or a group appeal.

Complaints and appeals should normally be made by the student unless the student has authorised someone (for example, staff from the Students' Union) to act on their behalf.

For any meeting or correspondence in connection with a complaint or appeal, students may be accompanied and/or represented (e.g. by the Students' Union, a personal tutor, a family member or a friend).

Students have the right to receive reasons for decisions following consideration of a complaint or appeal and to be informed of any opportunity for further appeal.

Complaints

4. The aim is to resolve complaints informally. Matters can often be resolved informally if they are raised in a timely and reasonable manner. If a student has concerns about any aspect of the course, teaching and learning facilities, or support services, the matters should be discussed in the first instance with a member of staff who is associated with delivering the service. Alternatively, the concerns may be discussed with the student's tutor or other appropriate member of staff.
5. If the student is not satisfied with the response following the initial informal process then the student should bring the concerns to the attention of the head of the relevant department (School or Central Service Department).
6. If the student is not satisfied with the response from the head of department a formal complaint can be submitted to the Pro Vice-Chancellor (Education and Student Experience).
7. A route is provided to appeal against the decision of the Pro Vice-Chancellor (Education and Student Experience) on a complaint.
8. The aim is to ensure that complaints are dealt with as quickly as possible. In the event of a delay at any stage, students must be kept informed in writing and must be given an estimated timescale for consideration of the complaint.

Appeals against the decisions of Boards of Examiners

9. The University has a procedure for students to appeal against Boards of Examiners' decisions. Appeals must be

Published results are free of arithmetical or other errors of fact.

The examiners were aware of exceptional personal circumstances reported by