Student Complaints Southampton

The Complaints Process

Stage 1

Preliminary Stage

- ·Student to raise within 30 working days
- · Raise with Faculty COA Team or Relevant Service Manager (see Complaint Regulations Appendix E for contact details)
- · Local resolution
- · Consider mediation
- · Summary of meeting and actions agreed should be sent to student (within 30 working davs)
- ·Students have the right to seek advice and support from the SUSU advice centre at any stage of the process www.susu.ora/life

Stage 2

Formal Procedure

- ·Student to complete a stage 2 form & submit to Dean of Faculty or Director of Service (within 20 working days of stage 1 response)
- · Dean/Associate Dean/Director to appoint an Investigator
- · Consider mediation
- ·Student to be invited to meeting - note taker to be present
- Investigation conducted , report provided to Dean/Associate Dean/Director
- · Dean/Associate Dean / Director to make a decision and inform student in writing (within 30 working days)
- ·Students have the right to seek advice and support from the SUSU advice centre at any stage of the process www.susu.org/life

Stage 3

Formal Review Procedure

- ·Student can proceed only if:
- · He/she has new information which was for good reason not available at Stage 2 and this information is essential to the complaint
- · Or
- The University failed to follow the procedures at Stage 2 and this has significantly disadvantaged him or her.
- ·Student to complete a stage 3 form within 10 working days and submit to Head of Academic Appeals and Student Complaints
- ·Stage 3 Reviewer will determine whether grounds have been met and notify student if not, within 15 working days
- · Full report, if appropriate will be sent to student (within 30 working days)
- · Students have the right to seek advice and support from the SUSU advice centre at any stage of the process www.susu.org/life