



PROCESS FOR MONITORING AND REVIEWING STUDENT COMPLAINTS

Maintained by:	Student Complaints Office
Owned By:	Student Complaints Office (Student Services)
Last Updated:	7 September 2016
Review date:	July 2017
Current Version:	V1.2
Location of Master Document:	G:\ Student Services \ complaints \ Good Practice Framework work

Minor Amendment to Version 1.1 on 28 September 2015	Change of staff for reporting of complaint outcomes from Deputy Chief Operating Officer to the Academic Registrar.

Process for recording, reporting and monitoring complaints

Introduction

Valuable feedback is obtained through the consideration and resolution of formal complaints considered under the University's Complaints Procedure and complaints submitted to and outcomes received from the [Office of the Independent Adjudicator for Higher Education, \(OIA\)](#). This allows the University to identify opportunities to improve its provision for students.

In devising this process, we have taken into account the provisions of:

- The [Good Practice Framework for Handling Complaints and Academic Appeals](#) published by the [OIA](#) in December 2014;
- [Chapter B9 of the UK Quality Code for Higher Education](#) published by the [Quality Assurance Agency for Higher Education \(QAA\)](#) in April 2013.

Recording

1. The Student Complaints Officer records on the University's database of complaints:
 - Stage 2 and Stage 3 complaints

8. Case examples will also be used as part of the training of staff in complaints handling under the Complaints Procedure.