This document sets out the standard

## you.

You do not have to submit evidence to support your complaint at Stage 1, as the purpose of this stage is to reach an informal resolution, but you are welcome to do so should you wish to. However, if you are requesting a remedy which includes a claim for actual financial loss, this will need to be evidenced. Your College or the Service Area which is considering your complaint at Stage 1 may exceptionally request any evidence you may have if it considers it is able to offer you a remedy to your concerns.

## Timeframe for submitting a Stage 1 complaint

Please submit your Stage 1 complaint **within 3 months of the incident** about which you are complaining. It should normally take no longer than **14 calendar days** from the date you submit your Stage 1 complaint for it to be resolved.

## **Purpose of Early Resolution**

Stage 1 is designed to give you the **opportunity to air your concerns** and for your College or Department/Service Area Manager (or nominee) to meet with you and **address your complaint locally and as swiftly as possible**.

During the Early Resolution stage, the **following considerations may be explored**:

- What specifically is the concern you are complaining about and which area(s) of the University is/are involved?
- What outcome you are hoping for and can it be achieved?
- Is your concern straightforward and likely to be resolved with little or no investigation?
- Can your concern be resolved on the spot by providing, where appropriate, an explanation, an alternative solution or an apology?
- Would it be helpful to use mediation, and are you willing to engage with this service?
- What assistance or support can be provided to you in taking your complaint forward, including whether any reasonable adjustments need to be made to help you engage with the process?

**The main purpose of Early Resolution** is, therefore, to try to resolve your concern before it becomes a formal complaint. This may be by:

- giving you more information or a more detailed explanation about what has happened;
- suggesting solutions;

## Eligibility of a Stage 2 Complaint

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At Stage 2, the Student Complaints Officer will first consider the eligibility of your complaint. They will consider:

- Has your complaint been submitted within the relevant timeframes of the Student Complaints Procedure and, if not, have you provided an acceptable reason for this?
- Can the issues you are raising be considered under the Student ComplaintsProcedure?
- Should the issues you are raising be considered under a different University procedure?
- Have you provided any objective supporting evidence in relation to your complaint, or is the complaint based just on your own opinion / viewpoint / belief?
- Could your complaint be referred for mediation?
- Is the outcome you are requesting reasonable and achievable?

If your complaint is found to be <b>ineligible</b>	You will be issued with a <b>Completion of Procedures Letter</b> ( <b>CoP</b> ). A Completion of Procedures Letter will confirm that you have completed the there is no further avenue for you to pursue the complaint internally. You cannot usually submit a complaint to the Office of the Independent Adjudicator without a Completion of Procedures Letter.
If your complaint is found to be <b>eligible</b>	The Student Complaints Officer will <b>investigate</b> your complaint.

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Complaints Officer will assess whether your complaint is justified and, if required, will recommend

3. That clear reasons about why the complaint was rejected at Stage 2 were not given;

procedures they have the right to raise their concern with the Education & Skills. Funding Agency (ESFA). Complaints to the ESFA should be submitted within 12 months