**Student Complaint Flowchart**

**Stage 3: Formal**

**Please see the Student Formal Complaint Process**

Student has a complaint they wish to voice

Shares complaint and receives advice and discussion with any of the following: ADRC, HUS, UCS, Academic staff, Tutor, DoS, College Officer

Is there a complaint to be made?

No

No further action

Is the implementation satisfactory?

No

No

No further action

Matter taken to the person directly if possible, to seek a resolution.

Is a solution found and agreed?

Does it need formalising immediately?

Yes

No

**Stage 1**

**Stage 2**

**Informal**

Yes

Yes

Yes

Is this a safeguarding concern? IF so refer to Safeguarding flowchart also (Safeguarding Policy)

Webform completed and submitted – triaged to Senior Tutor if not a Safeguarding concern

**Student Formal Complaint Process**

1. The complaint is received and documented on the Safeguarding Log
2. An investigator will be identified from the Senior Tutors Advisory Panel
3. If an investigation is to be carried out:
* The investigator you will be in contact (within the first 7 days)
* The investigation may seek further information from the following:
* The complainant
* The respondent
* Any witnesses named in the complaint
* If it is appropriate to convene a panel, such members will be drawn from the Senior Tutors Advisory Panel
* The panel should give recommendations as to the actions required
1. The investigator shall summarise and write a formal letter of response to the complainant.

The investigation shall take a maximum of one calendar month to process, if this is not possible then this should be communicated with the complainant as soon as this is known and they shall be kept informed of the process of the investigation as appropriate.

How to investigate:

* Within a day of receiving the complaint confirm you have received the complaint.
* Within 3 days of receiving the complaint, read the complainants' submitted report.
* Within 3 days of receiving the complaint, decide whether a panel is appropriate.
* Within 3 days of receiving the complaint, if appropriate, appoint a panel from List A and B (inclusive of at least 1 external member)
* Within 1 week of receiving the complaint, contact the respondent to inform them a complaint has been received and that an investigation will be taking place as due process must be followed. In this correspondence arrange a meeting to discuss the nature of the allegations and the process that will be taken.
* Within 10 days of receiving the complaint, provide a summary of the complaint (anonymized) to the respondent (in the meeting) and allow them to respond to the allegations (allow time after the meeting for a written response to be given).
* Within 2 weeks of receiving the complaint, provide both sides to the panel if appropriate with a 1-week deadline for feedback or recommendations.
* Within 3 weeks of receiving the complaint, compile the recommendations and draft a formal response letter to the complainant.
* Within 4 weeks of receiving the complaint, report back to the appropriate person to action the recommendations: Senior tutor regarding students and/or HR regarding Staff.
* Within 4 weeks of receiving the complaint, send your formal response letter to the Senior Tutor deliver to the complainant.