Southampton Southampton

Student Complaints

The Complaints Process

Stage 1

Preliminary Stage

- Student to raise within 30 working days
- Raise with Personal Tutor/ Faculty Education Manager/Service Manager etc.
- Informal Local resolution
- Meeting to be held
- Consider mediation
- Summary of meeting and actions agreed should be sent to student (within 30 working days)
- Students have the right to seek advice and representation from the SUSU advice centre at any stage of the process – www.susu.org/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
- Investigator to meet with student 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 representation 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:
- •They have substantial new information not available at stage 2
- Or
- •There was a failure to follow procedures at stage 2 which has significantly disadvantaged the student
- Student to complete a stage 3 form within 10 working days and submit to Head of Academic Appeals and Student Complaints
- Senior member of staff appointed to conduct a review
- Report will be sent to student (within 30 working days)
- Students have the right to seek advice and representation from the SUSU advice centre at any stage of the process – www.susu.org/life

