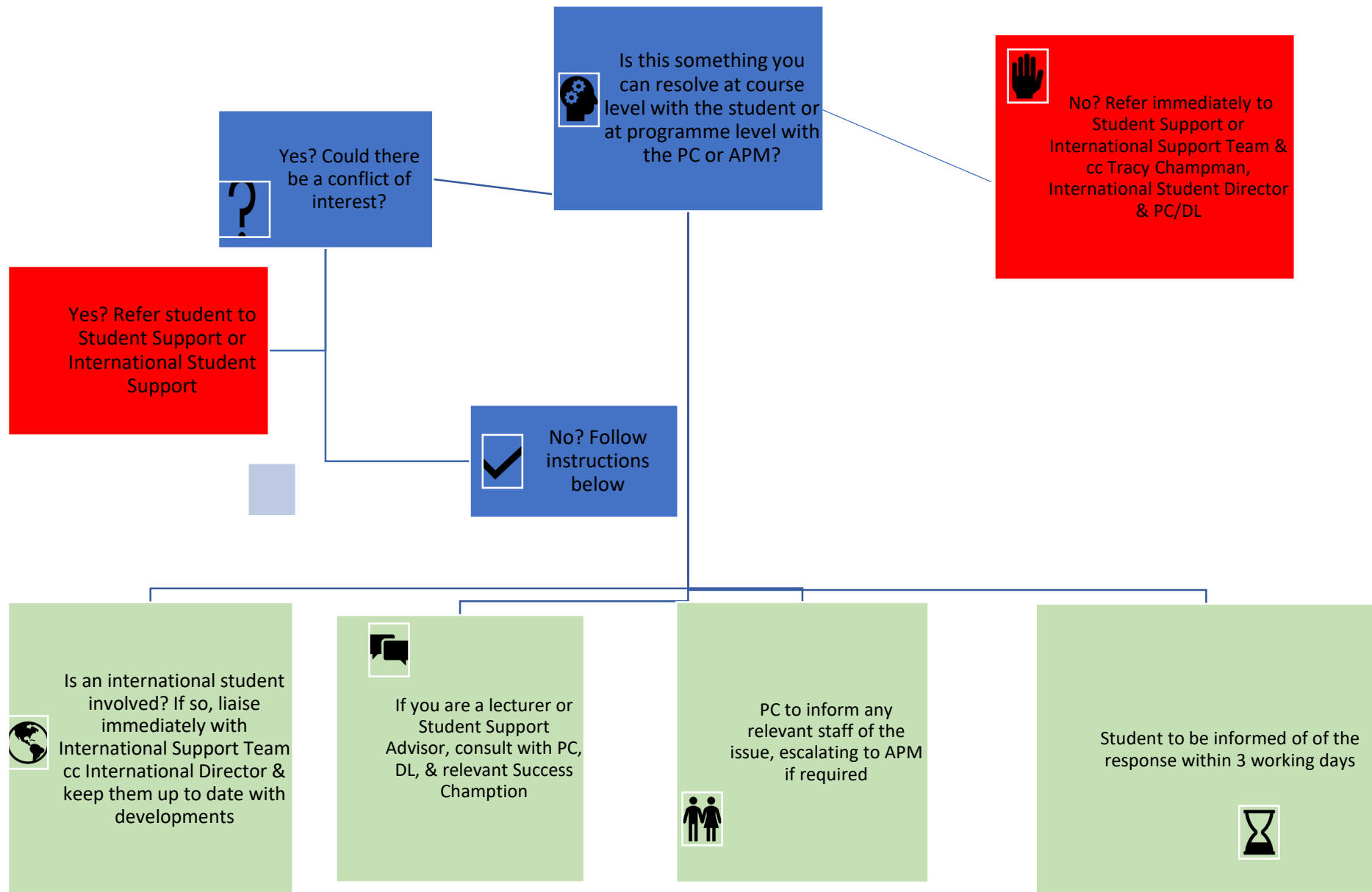# Guidelines: informal resolutions of student issues within Schools

Key: PC – Programme Co-ordinator, APM – Academic Programme Manager, DL – Discipline Leader

Is this something you can resolve at course level with the student or at programme level with the PC or APM?

Yes? Could there be a conflict of interest?

No? Refer immediately to Student Support or International Support Team & cc Tracy Champman, International Student Director & PC/DL

Yes? Refer student to Student Support or International Student Support

No? Follow instructions below

Is an international student involved? If so, liaise immediately with International Support Team cc International Director & keep them up to date with developments

If you are a lecturer or Student Support Advisor, consult with PC, DL, & relevant Success Chamption

PC to inform any relevant staff of the issue, escalating to APM if required

Student to be informed of of the response within 3 working days

Frequent Student Issues

Nature of Complaint	Liaise with…	Suggestions for steps to take at School level
Assessment marks, dates or final grades	Start with the lecturer or course Co-ordinator, Programme Co-ordinator/PAQC	Ask for student's work to be moderated/Programme Co-ordinator to investigate/PACQ to approve if necessary
Fees & refunds	Start with Programme Co-ordinator or Academic Programme Manager	Programme Co-ordinator to investigate with student finance/escalate to Head of School
Staff behaviour	Start with Academic Programme Manager	Lecturer or Student to inform Academic Programme Manager/Head of School to assist & involve HR if necessary
Student behaviour	Start with lecturer, liaise with Programme Co-ordinator	

Attendance records	Start with lecturer/Programme Co-ordinator	Lecturer to check SEATS is up to date/contact International Support team/inform Programme Co-ordinator
Enrolment/re-enrolment/Variation of Enrolment (VOE)/academic processes delays	Start with Programme Co-ordinator/Academic Programme Manager	Lecturer to discuss with person in charge of enrolment

*Important time constraints to make students aware of if an issue has NOT been solved at the School level:

Time within which to submit a:

- Formal Academic Complaint - 15 working days of decision,
- Formal Student Complaint (non-academic) – within 90 days of alleged incident

Refer student to website information about academic complaints or student complaints (non-academic)