## GUIDELINES:

## informal resolutions of student issues within Schools

Is this something you can resolve at course level with the student or at programme level with the Programme Co-ordinator/ Discipline Leader or Academic Programme Manager?

NO

Refer immediately to Student Support or International Support Team & cc Tracy Champman, International Student Director & Programme Co-ordinator/ Discipline Leader

Refer student to Student Support or International Student Support

YES

Could there be a conflict of interest?

YES

**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 Programme Co-ordinator, Discipline Leader, & relevant Success Champion

Programme Co-ordinator to inform any relevant staff of the issue, escalating to Academic Programme Manager if required

Student to be informed of response within 3 working days

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	Moderate student's work/Programme Co-ordinator to investigate/PACQ to approve if necessary
Fees & refunds	Start with Academic Programme Manager	Academic Programme Manager 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	Programme co-ordinator or Academic Programme Manager to talk with student/s in the first instance
Attendance records	Start with lecturer/Programme Co-ordinator	Lecturer to check SEATS is up to date/contact International Support team
Enrolment/re-enrolment/ Variation of Enrolment (VOE)/ academic processes delays	Start with Programme Co-ordinator/ Academic Programme Manager	Programme Co-ordinator or Academic Programme Manager 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)

