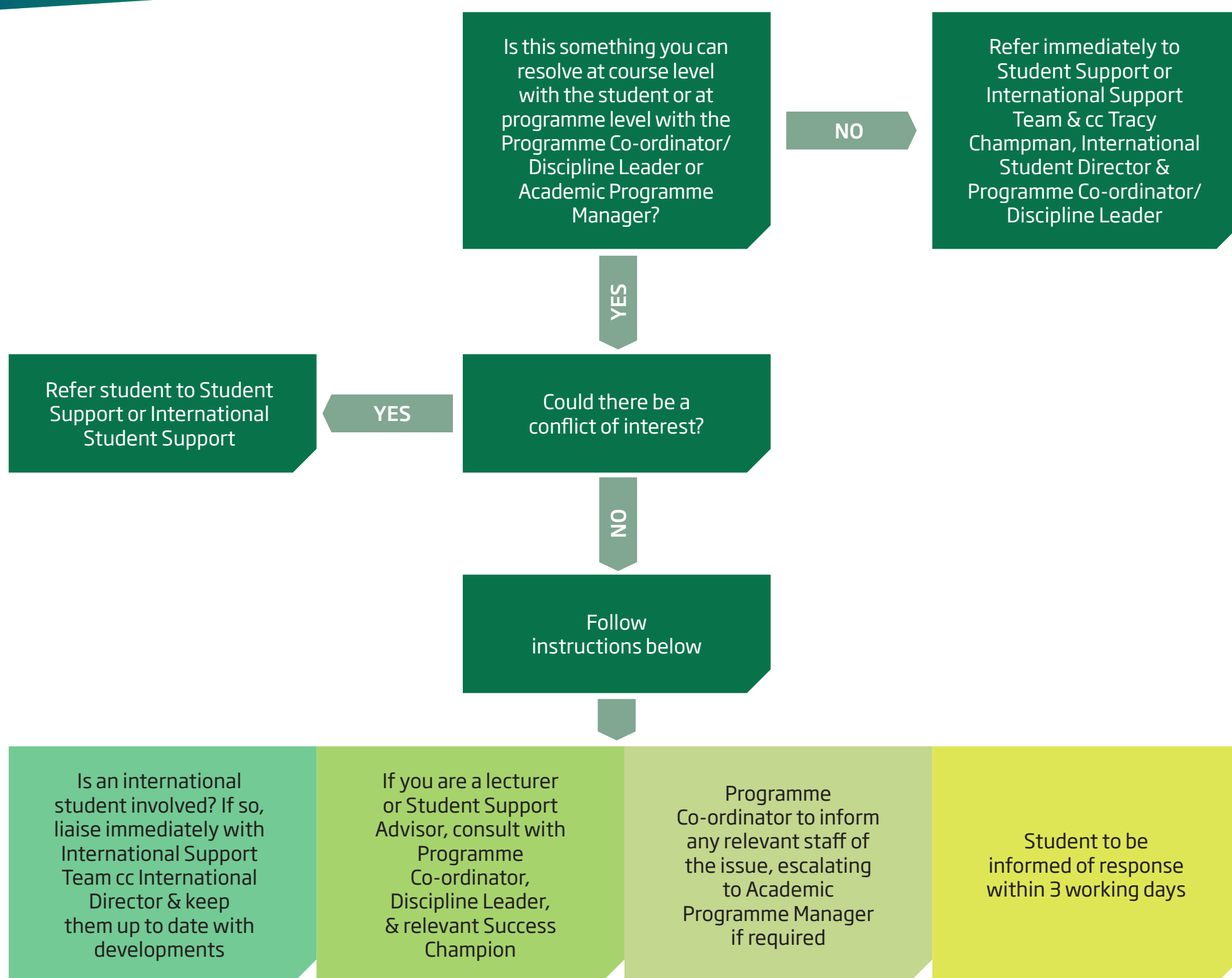


GUIDELINES:

informal resolutions of student issues within Schools



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/PACQ	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)