Student Complaints

UNIVERSITY OF Southampton

The Complaints Process

Stage 1

Preliminary Stage

- Student to raise within 30 working days
- Raise with Faculty CQA Team or Relevant Service Manager (see Complaint Regulations Appendix E for contact details)
- Local resolution
- 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 support 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
- Student to be invited to meeting - 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 support 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:
  - He/she has new information which was for good reason not available at Stage 2 and this information is essential to the complaint
- Or
  - The University failed to follow the procedures at Stage 2 and this has significantly disadvantaged him or her.
- Student to complete a stage 3 form within 10 working days and submit to Head of Academic Appeals and Student Complaints
- Stage 3 Reviewer will determine whether grounds have been met and notify student if not, within 15 working days
- Full report, if appropriate will be sent to student (within 30 working days)
- Students have the right to seek advice and support from the SUSU advice centre at any stage of the process – www.susu.org/life