

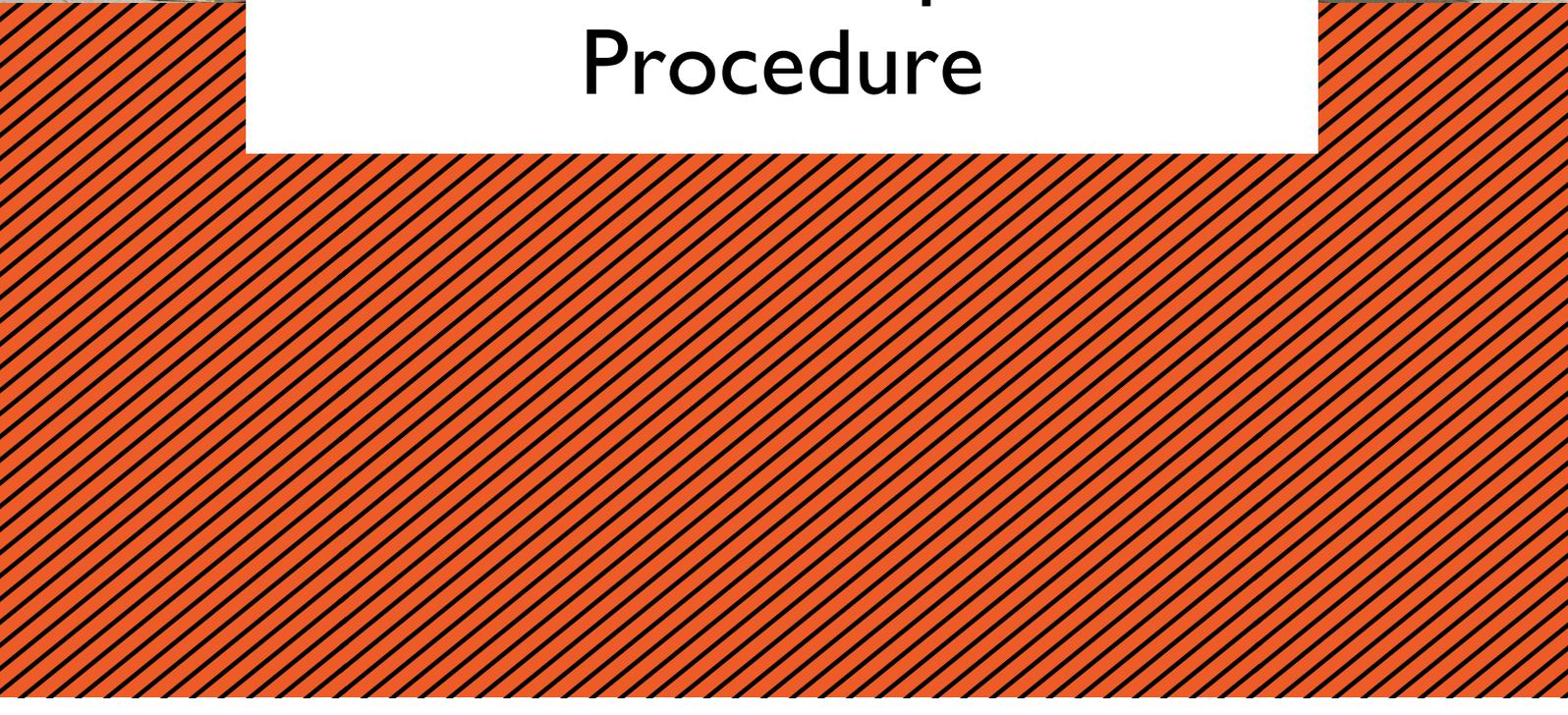


BUCKINGHAMSHIRE
NEW UNIVERSITY

EST. 1891



Student Complaints Procedure



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Forms and templates

- Notification of Stage 2 Formal Student Complaint Form
- Request for Stage 3 Review Student Complaint Form

Note: Hyperlinks have been provided for ease of reference. For other documents please see the Policies page on the main University website (<http://bucks.ac.uk/about-us/governance-and-policies/policies>) or visit the Academic Advice webpages (<http://bucks.ac.uk/students/academicadvice>)

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This document has been designed to be accessible for readers. However, should you require the document in an alternative format please contact the University Secretariat.

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Introduction

What is a complaint?

- 1 You may decide to make a complaint if you think the service you have received is unsatisfactory in some way and you want it to be investigated. The University will deal with such matters in a fair and timely manner, keep you updated with the progress of the investigation, and write to you with the outcome. Making a complaint will not disadvantage you as a student (see more information under General Principles).

What can I complain about?

- 2 You can complain about your experience as a student including:
 - Failure by the University to meet obligations including those outlined in course/student handbooks, the Apprentice Commitment Statement, or the *Learning Partnership Agreement*.
 - Misleading or incorrect information in prospectuses or promotional material and other information provided by the University
 - Concerns about the delivery of a programme, teaching or administration
 - Poor quality of facilities, learning resources or services provided by the University
 - If you believe the University has acted in a way that is discriminatory or has failed to meet its [equality obligations](#).

What can't I complain about?

- 3 There are some things you can't complain about using these procedures:
 - The process or results of the assessment of academic work - instead use the *Academic Appeals Policy*
 - Concern or dissatisfaction about a decision made under another regulation, such as the *Academic Misconduct, Student Conduct Procedure* or *Fitness to Practise Procedures*
 - Accusing another student of misconduct (not academic misconduct) – in that case the allegation will be dealt with under the *Student Conduct Procedure*.
 - Accusing another student of sexual misconduct – in that case the allegation will be dealt with under the *Student Conduct Procedure*. Further guidance can be found within *the Student Prevention of Harassment and Sexual Misconduct Policy* on how the University addresses sexual misconduct
 - Accusing another student of bullying or harassment – in that case the allegation will be dealt with under the *Student Conduct Procedure*. Further guidance can be found in the *Student Prevention of Harassment and Sexual Misconduct Policy*.
 - The services provided by the employer of degree or higher degree apprentices should be referred direct to the employer.

Complaints About Staff Conduct

- 4 The University takes concerns about staff conduct seriously and will manage them fairly, confidentially, and in line with University procedures. If your complaint relates to the conduct of a member of staff:

- Submit it through the Student Complaints Procedure in the first instance.
 - The University will review your complaint and, if appropriate, refer it to the People Team (Human Resources) under the Employee Disciplinary Procedures.
 - You will receive an outcome explaining whether this aspect of your complaint was upheld, partially upheld, or not upheld detailing any actions or remedies relating to you.
 - Due to data protection, details of any disciplinary action against staff cannot be shared.
 - Staff named in a complaint will be entitled to see and respond to the complaint.
- 5 The University adopts a zero-tolerance and harm reduction informed approach to sexual misconduct which means any instance reported will be taken seriously and the appropriate action taken. This does not mean all forms of sexual misconduct will be addressed in the same way.
 - 6 Sexual Misconduct refers to a broad spectrum of behaviours such as incidents of sexual violence or harassment – including sexual acts by violence or coercion, sexual acts without consent, unwanted sexual comments or advances. It can also include intimate partner abuse, coercive and/or controlling behaviour, online harassment, and stalking.
 - 7 If you have experienced sexual misconduct by another student, you will find information on reporting this if you wish to do so in the Student Conduct Procedure. If you have experienced sexual misconduct by a staff member you can report this to any member of staff or contact the Resolution Team via resolution@bnu.ac.uk to have a conversation.
 - 8 You can also use the University’s online reporting facility [Report and Support](#) to report a concern either under your own name or anonymously. Students can also contact the Student Wellbeing Team via students@bnu.ac.uk where you will be put in contact with the Sexual Violence Liaison Officer or a Safeguarding Officer.

Where to go for help

- 9 If after reading this document you are still unsure about what to do, please contact the Resolution Team via resolution@bnu.ac.uk. Alternatively, the Bucks Students’ Union Advice Centre can provide you with independent advice and support - email suadvice@bucks.ac.uk.

Jurisdiction

- 10 The Accommodation Service has a separate complaints procedure for any matters which relate to university accommodation.
- 11 Complaints about the admissions process should be directed to the Directorate of Marketing and Student Recruitment.
- 12 The Students’ Union have their own complaints procedure. Only if the matter reaches the appeal stage will it be referred to the University for consideration.
- 13 This procedure applies to all BNU students, including degree and higher degree apprentices.

Note: Where this document refers to 'students' this will include degree and higher degree apprentices unless specified otherwise.

General principles

- 14 These guidelines are primarily aimed at helping students to understand the process. Additional information for employees is available; see the separate staff guidelines on student complaints. The guidelines have been produced in the spirit of the *Learning Partnership Agreement*. See the end of this document for further definitions and information.
- 15 All complaints will be treated as confidential, and will be handled with sensitivity by the Resolution team or any other BNU employees involved, at every stage of the process.
- 16 All BNU enrolled students have the right to complain to the University and to have their complaint taken seriously.
- 17 If other University procedures are in use at the same time as a complaint is submitted the investigation will continue, unless there are good reasons for one of the procedures to be put on hold pending the outcome of a matter.
- 18 A student who has recently interrupted, or withdrawn from the University, or completed their studies, is entitled to submit a complaint, providing it is received within three months of their recorded last date of engagement.
- 19 Evidence submitted as part of one procedure will be deemed to be available to be used in other procedures as appropriate. The University has the right to consider a complaint under another procedure if it is deemed to be more appropriate to do so. Reasons for this will be noted, and communicated to the student at the earliest opportunity.
- 20 Students enrolled at a partner institution should refer to the procedures of that institution. Complaints which cannot be resolved at the early resolution stage and progress to the Formal Stage will be dealt with under the partner's complaint process. Students that remain dissatisfied at the conclusion of the partner process can engage with Stage 3- Review of the University process (point 66 below).
- 21 Prospective students (i.e. those at the application stage), cannot use these procedures and should refer to the *Admissions Policy and Procedure*.
- 22 Students who are considering making a complaint should seek the advice and guidance of Student Representatives, as some issues are better dealt with at Programme Committee level (or similar). Contact the Students' Union for details of Student Representatives.
- 23 A group of students can use this procedure to make a collective complaint. **However**, the following criteria must be met before the complaint will be accepted:
 - One member of the group must be identified as the main contact for purposes of communication.
 - Each member of the group must submit their consent in writing and agree to abide by these regulations. They must include their full name and Student ID number. The

University will work on the assumption that any discussion or agreement with the main contact will be with the consent of the rest of the group and that no-one who has provided written authorisation has not been coerced into agreeing to the complaint or outcomes.

Note: if this option is taken, the main contact must accept or reject the outcome on behalf of the whole group. An individual student that has entered into a group complaint cannot then submit a complaint referring to the same issues raised in the group complaint.

- 24 Malicious or frivolous complaints will be rejected at the earliest stage, and written reasons will be given. Students found to have submitted such a complaint may be subject to disciplinary action.
- 25 Students are encouraged to pursue any complaint themselves, however in some instances a complaint can be pursued by a third party, such as a parent or guardian. In such cases the following criteria must be met before the complaint will be accepted:
 - The student must provide written (email or letter) confirmation, including their full name and student ID number, giving their permission for a named person to act on their behalf, before the complaint will be considered.
 - In that case the complainant will be copied in to all correspondence from the University, and the University will not accept any responsibility for the actions of the third party.

The University will accept withdrawal of permission at later date, if made in writing by the student.
- 26 Raising a complaint gives the University permission to investigate the facts and to discuss the matter with appropriate people. Information submitted will remain confidential, as far as this is consistent with other party's right to know details of any allegations that are made against them.
- 27 Anonymous complaints will not be investigated.
- 28 A written record will be kept of all meetings and telephone calls and retained in a confidential file.
- 29 Every effort to work within the published timescales will be undertaken, however, where necessary timescales may be extended as long as all parties are updated on the progress of the investigation on a regular basis.
- 30 The University will be as transparent as possible in responding to a complaint. Requests for access to certain documents will be considered within the boundaries of the UK General Data Protection Regulation (GDPR).
- 31 New evidence which is relevant to the original complaint may be submitted as it becomes available; however, this may increase the length of time taken to deal with the case.
- 32 Investigations into complaints will be carried out in a timely, objective, and thorough manner, and any judgment made will be on the basis of the evidence provided by all parties. Whenever possible an investigation will be carried out by a member of staff who is independent of the situation.

- 33 If legal action is pending, the University reserves the right to suspend internal investigations until such a time as the legal action is resolved.
- 34 Students may find it useful to seek initial, independent advice before proceeding with their complaint from Bucks Students' Union Advice Centre, and should be advised to do so.
- 35 Complaints will not be rejected on the grounds of minor procedural errors on the part of the complainant. Examples of minor procedural errors may include (this list is not exhaustive):
 - Documents not being signed or dated (they should be returned for completion and then accepted).
 - Complaints being received out of time. The complainant should be asked to explain why they are out of time – if the explanation is reasonable, the complaint will be accepted.
 - Minor discrepancies in factual data, such as dates, names etc. being incorrect.

Procedure

Stage 1 – Early resolution

- 36 Complainants should first raise concerns informally with staff at the point the concern arises, such as their Personal Tutor, the Course or Module Leader, the Placement team, or members of a University Professional Service team.
- 37 This approach is generally more effective as it offers a quick solution and avoids the inevitable delays incurred in submitting and processing a formal complaint. The student should raise any concerns as soon as possible, and in any case within three months of the issue arising.
- 38 It is expected that at this stage the matter would be resolved quickly, and may be done in a face to face discussion, or an email conversation.
- 39 Financial remedies are not available as outcomes at Stage 1, except where there is a need to correct an evidenced fee or funding error. Financial remedies can only be considered at the conclusion of Stages 2 and 3.

Stage 2 – Formal

- 40 If there is no early resolution, or the student remains dissatisfied with the outcome of the early resolution stage, OR if the matters raised are particularly complex the student should submit their formal complaint in writing on a **Notification of formal complaint form** and send it to resolution@bucks.ac.uk. Complaints must be submitted within three months of the issue arising, regardless of whether or not it is first considered under the Early Resolution stage.
- 41 It is important to include as much relevant information as possible and submit the form with supporting documentary evidence. If a complaint is about or concerns the Resolution team, it should be addressed to the Resolution Manager.
- 42 The Resolution team will conduct an initial review of the complaint to confirm whether it can be accepted for investigation. If the complaint cannot be accepted, the student will be informed, with full reasons why, and advice on any further action they may take.
- 43 The key questions considered in the initial review will be:

- Is this the appropriate procedure for the matter raised to be considered under?
- Was early resolution attempted? If not, can it be referred back to that stage?
- Is it clear what the complaint is about, and which areas of the University are involved?
- Has appropriate evidence been provided?
- What outcome is the student hoping for? Can that outcome be achieved?
- Is the complaint suitable for mediation?
- Should any additional assistance or support be provided to the student in taking this forward?

- 44 If the complaint is accepted the Resolution team will refer the complaint to a Complaint Manager who has had no previous involvement in the subject matter of the complaint. A Complaint Manager will normally be a Dean of College, Associate Dean, Director of Service, or other senior employee of the University.
- 45 The Complaint Manager will appoint an Investigating Officer as soon as possible and within 5 working days. The Investigating Officer will carry out an investigation into the complaint within the timelines prescribed below. The Resolution team will offer advice and guidance on any aspect of the procedure as required. The University considers it to be of great importance that a thorough and unbiased investigation is carried out.
- 46 If a complaint is sent directly to the Vice-Chancellor or another member of the University Executive Team, they will refer it to Resolution team in the first instance.

Complaints about staff behaviour or misconduct

- 47 Where a student complaint includes concerns about the behaviour of a member of staff, the matter may involve more than one process. The Student Complaints Procedure will address issues relating to the student experience, such as delays or the impact on studies.
- 48 As part of the initial review, any concerns or allegations about staff behaviour, including potential misconduct, will be referred to the staff member's line manager, who will manage the matter with guidance from the People team under the Employee Disciplinary Procedure. While this procedure provides the framework for managing such matters, not all cases will lead to a formal disciplinary investigation. If the concerns meet the threshold for formal disciplinary action, they will be considered under the relevant parts of the Employee Disciplinary Procedure. Where they do not meet this threshold, they will not be investigated under that process; however, the University will still address any impact on the student experience under the Student Complaints Procedure.
- 49 If, during any stage of the handling of a complaint or at its conclusion, an investigation finds evidence indicating inappropriate conduct by a member of staff, the complainant will be informed that the matter will be referred for consideration under the Employee Disciplinary Procedure.
- 50 If concerns are referred to the People team, the staff member named will normally be informed of the allegation and given an opportunity to respond in line with fair disciplinary practice. If a complaint names specific members of staff, those staff will be entitled to see the written complaint. Employee disciplinary processes are confidential, and the University will not share detailed outcomes with the student. The University will confirm when the process has concluded and whether concerns were upheld. Any remedy made or actions that affect the

student, such as changes to supervision or other measures to support their learning experience will be explained.

- 51 The Student Complaints investigation will normally conclude within 20 working days, and the University will keep the student informed if there are delays. The employee process may take longer, and the University will confirm when it has concluded and provide appropriate updates. Students are expected to keep the matter confidential and avoid discussing it with others to ensure fairness and integrity throughout. Generally, complaints will be treated as being against the University and not against individual members of staff. Accordingly, any resolution or remedy will usually be offered by the University rather than by an individual.

The investigation

- 52 The Investigating Officer will aim to contact the complainant within 5 working days from appointment to confirm the main issues detailed in the complaint, and let them know the expected outcome date.
- 53 The Investigating Officer will undertake a thorough investigation into the matters raised in the complaint, and compile a report setting out their findings and recommendations.
- 54 The Investigating Officer will aim to conclude the investigation within 20 working days of receiving the complaint, however this will depend on a number of factors, for example (this list is not exhaustive): the nature and circumstances of the complaint, the availability of resources and the availability of any members of staff or students who need to be interviewed.
- 55 The Investigating Officer must update the complainant regularly on progress, especially if there are any delays.
- 56 In certain circumstances, in order to facilitate the investigation, the Investigating Officer has the discretion to hold a meeting with the relevant parties including:
- the complainant
 - any employee or student involved in the case.

Investigation meeting

- 57 The intention of holding a meeting is to give all parties a chance to air their views, and to clarify the salient points the complainant wishes to raise. The meeting should be conducted in as informal manner as possible. Although the complainant and respondent would always be encouraged to present their case in person, all parties can ask to be accompanied to the meeting by one other person for support; this may be a friend, colleague or representative from the SU Advice Centre. The University does not normally permit formal legal representation during its internal complaints process, but requests may be considered in exceptional circumstances to ensure fairness.
- 58 It should be made clear that if either the complainant or respondent choose not to attend the meeting it will not prejudice the investigation; however the outcome will be reliant on the evidence available.
- 59 Normally the Investigating Officer will have prepared questions to ask the complainant at the meeting. The complainant will also be given an opportunity to provide additional information or evidence they feel is relevant to the case.

60 The Investigating Officer will make brief notes during the meeting (or may ask a note taker to attend). The notes are not intended to be a verbatim account of the meeting, but are a summary of the key points discussed. They will be shared with the complainant to ensure there are no significant discrepancies. The notes will be held on file and forwarded to the Resolution team with the investigation report.

61 Recordings may be made during meetings, with the prior permission of all attendees.

Outcome of the investigation

62 Once the investigation is completed a report will be written (using the template provided). The completed investigation report must confirm whether the complaint is upheld (fully or partially), or is not upheld, with detailed reasons given to support the decision.

63 When appropriate, the report should also include details of any redress and/or remedial action which is being offered and recommendations for improvements in practice or regulations.

64 Each point raised by the complainant must be addressed individually and a detailed response made within the report. The report must also list details of the investigation, including any meetings held (either in person or by telephone) as well as all evidence considered as part of the investigation.

65 All parties to the complaint have the right to see any and all evidence pertinent to the matter. Some evidence may need to be redacted in certain circumstances to meet GDPR requirements.

66 On receipt of the investigation report the Complaint Manager will consider the case and make a decision whether or not to accept the findings. This decision must be communicated in writing to the Resolution team within 2 working days of receipt of the report.

67 The Resolution team will be responsible for making a formal response to the complainant, and this will be sent by email within 5 working days of receiving the written report and confirmation of the decision from the Complaint Manager. The response will include recommendations for resolution, which may include one or more of the following (this list is not exhaustive):

- That there is no case to answer and the matter should not be pursued; or that it should be pursued under another procedure.
- That the complaint appears to have substance and is sufficiently serious to warrant an apology.
- Another form of redress that can be offered to the student in writing.
- That the matter is a disciplinary one in which case the matter should be referred under the relevant disciplinary procedure and the complaints procedures is discontinued. In that case the complainant will be updated, but may not learn the outcome of the disciplinary procedure, due to data protection legislation.
- That the complaint is frivolous, malicious or vexatious in which case it will not be pursued and a disciplinary allegation may be made against the student.

68 The outcome letter will also include information about the next stage of the complaints process. The student will be requested to confirm if they accept the proposed resolution and any related form of redress, within 10 days of the date of the outcome letter.

69 The student may confirm in writing they wish to accept the recommendations and the redress, in this case the formal complaints procedure is then closed. Alternatively the student may confirm in writing they wish to decline to accept the proposed resolution and the redress. They must then decide whether to pursue the matter, or not. If not, no further action is required. If they do wish to progress to the next stage, they should go to Stage 3 – Review (see below)

Note: This must be done within 10 days of receiving the outcome letter.

70 If the Resolution team accepts the recommendation that the complaint is frivolous, malicious or vexatious, an allegation may be made against the student under the *Student Disciplinary Procedures* which will then govern the case.

Redress

71 Redress is what is offered to the complainant if the investigation concludes that there should be a remedy offered to address the problems raised. Redress will fit the circumstances of the case and may include one or more of the following:

- an apology from the University
- an opportunity to repeat the experience under better circumstances (not applicable to academic assessment process or results which constitute academic judgment)
- the return of a proportion of tuition fees, or other financial compensation
- the provision of a change to the organisation or nature of the University's service or facilities or regulations if found at fault
- any other appropriate action.

72 The Decision Letter notifying the redress is kept on the student's personal file and is treated in accordance with the GDPR and the University's *Data Retention Policy*. If a request for review (see below) is not received within 10 days then the Decision Letter constitutes the final stage of the University's procedures.

Stage 3 – Review

73 If a student is dissatisfied with the outcome of the formal stage they may be able to request a review. The review stage will **not** consider the case afresh or involve a further investigation and will **not** consider any new issues raised by the student.

74 Requests for review will **only** be accepted on the following grounds:

- The procedures during the formal stage were not followed properly
- The outcome was not reasonable given the circumstances presented
- New evidence which was unable, for valid reasons, to be provided earlier in the process and which would have had a significant ('material') effect on the decision.

Note: Students should use the **Request for review form** which will help them to identify their grounds for a review and provide associated guidance on the process. Completed forms should be submitted to resolution@bnu.ac.uk **within 10 working days** of receiving notification of the outcome of the formal stage.

75 A Request for review will be allocated to an appropriate member of staff who has not been involved at any previous stage. Reviewers will be asked to consider whether:

- the procedure was followed during the formal stage
- the outcome was reasonable in all circumstances
- new ‘material’ evidence has been provided
- valid reasons have been supplied by the student for not submitting such evidence during the formal stage

Note: It is expected that Reviews will be completed **within 10 working days** of receipt.

76 Where a Review identifies issues with the outcome of the case at the formal stage, the Review will be **upheld** and the matter will be **referred back** to the formal stage for reconsideration. This decision will be communicated to the student in writing along with an explanation of the next steps in the process and the likely timeframe.

Note: Reconsideration of the case should be concluded as soon as possible. If a compelling case to overturn the decision is identified, appropriate action may be taken to ensure that the matter is resolved without further delay, i.e. without reconvening the original decision-making body.

Completion of Procedures (CoP) Letter

- 77 At the end of the University’s internal complaints procedure, you may receive a Completion of Procedures (CoP) Letter. This letter confirms that the University’s procedures are complete and explains how you can take your complaint to the Office of the Independent Adjudicator (OIA) if you remain dissatisfied. It will include the reasons for the University’s final decision and the date from which the OIA’s 12-month time limit will run. You must submit your complaint to the OIA within 12 months of the date on the CoP Letter. You should provide a copy of the letter to the OIA with your Complaint Form.
- 78 If your Stage 3 complaint is not upheld, or not accepted because it does not meet the grounds for review at the final stage, the University will issue a CoP Letter automatically within 28 days of the decision. If your Stage 3 complaint is upheld or partially upheld and you remain dissatisfied, you will have one month from the date of the final decision to request a CoP Letter. The University will issue the letter within 28 days of receiving your request. If you request a CoP Letter after the deadline, the letter will state the date of the final decision, which determines the OIA’s 12-month time limit.
- 79 If you request a CoP letter without completing the University’s internal procedures, or outside the permitted timeframe, the letter will confirm that you have not completed internal procedures and are out of time to pursue the matter internally.
- 80 If you are ineligible for Stage 2 (for example, you are out of time) and you request a CoP Letter, the University will issue this letter within 28 days confirming that internal procedures have not been completed and that you are out of time to pursue the matter internally. The letter will state the date of the decision determining ineligibility or final non-acceptance, which sets the OIA’s 12-month time limit.
- 81 A CoP Letter issued without completion of internal procedures does not indicate that the complaint was upheld. It confirms the end of the University’s internal process for this case. You may still submit a complaint to the Office of the Independent Adjudicator (OIA) within 12 months of the date on the CoP Letter. The OIA will decide whether to accept your complaint in

line with its Rules and may decline to review cases where internal procedures were not completed unless an OIA exception applies.

- 82 Where a student is out of time for Stage 2 but provides compelling evidence that the delay was due to serious and evidenced circumstances outside their control (e.g., incapacity, bereavement, or accessibility barriers), the University may, at its discretion, accept a late Stage 2 or propose an alternative internal resolution. Any decision to accept a late escalation should be recorded with reasons. If a late Stage 2 is not accepted, the CoP Letter will be issued.

Complaint to the Office of the Independent Adjudicator

- 83 If a complainant is still unhappy with the outcome after all the University's internal procedures have been completed they may complain to the Office of the Independent Adjudicator for Higher Education (OIA).

- 84 Any complaint to the OIA must be submitted within 12 months of the Completion of Procedures letter date. The OIA will not normally consider complaints which have not been considered by the University.

- 85 The Office of the Independent Adjudicator for Higher Education may be contacted at:

Office of the Independent Adjudicator
Second Floor
Abbey Gate
57-75 Kings Road
Reading
RG1 3AB

Tel: 0118 959 9813

Email: enquiries@oiahe.org

Website: www.oiahe.org.uk

Additional information

Rights of complainant and respondent

- 86 At all stages of the procedure disabled students have a right to reasonable adjustments under the Equality Act 2010. Other students may be provided appropriate support depending on available resources.
- 87 A person who is the subject of a complaint has the right to be represented, to express their side of the matter to staff dealing with investigating the complaint, and see all evidence associated with the case.
- 88 The University makes training available to all relevant employees in appropriate handling of complaints under these procedures.

Mental health or disturbed behaviour

89 If a mental health difficulty or the disturbed behaviour of any person has a bearing on the nature of the complaint, the case is not normally considered under these procedures but under the University's *Support to Study* procedures. The University Disability Service can advise further on how discretion can be exercised in this regard.

Other conduct issues

90 The University has zero tolerance towards those whose behaviour is considered to be unacceptable and will take action to protect its staff.

91 The University's definition of unacceptable behaviour includes communicating with the University in a malicious, vexatious or aggressive manner for example:

- Making frivolous complaints, or multiple complaints regarding the same subject
- Acting in a threatening manner either verbally, through an e-mail or by letter
- Making claims that are knowingly false or unfounded.

92 If the behaviour of a complainant is unacceptable the University will normally tell the complainant why their behaviour is considered unacceptable and give them an opportunity to amend it. If the behaviour continues, the University will take action.

93 Action that may be taken may include but is not limited to:

- Requesting contact in a particular form (for example letters only);
- Requiring contact to take place with a named person;
- Restricting telephone calls or emails to specified days and times;
- Asking the complainant to appoint a representative to correspond with us;
- Asking the complainant to enter into an agreement about their conduct.

94 Where the behaviour is so extreme that it threatens the immediate safety and welfare of staff, the University will consider reporting the matter to the Police or taking legal action.

Monitoring and reporting

95 The application of the procedures will be monitored, including protected characteristics, by the Resolution team, in accordance with the University's duty under s.149 (public sector equality duty) of the Equality Act 2010, to ensure consistency of approach and compliance with relevant legislation.

96 On an annual basis a summary report of complaints received will be reported to the University's Senate and Council, although the report will not include any personal details about the complainants (such as name, student number etc.).

97 Deans and Directors are responsible for monitoring actions taken in response to complaints in their College and Directorates and for applying lessons learned. The Resolution team will contact them at regular intervals throughout the year to ensure the recommendations made have been actioned.

98 These procedures are compliant with the Quality Assurance Agency for Higher Education Code, Section B9, and have been the subject of an equality analysis.

Further information and definitions

- 99 If required this document can be made available in an alternative format such as Braille, tape, disc, email or a larger font size. Please contact the Resolution team for more details.
- 100 All University formal documents relate to the policies, strategies, procedures and regulations of the University having been approved by the appropriate formally recognised and constituted body. All University employees and students are required to adhere to the formal processes, procedures and regulations of the University.
- 101 This document should not be read in isolation as other University processes/formal documents could be relevant. A full listing of all formal documents is available on the University's website. Any interpretation of this formal document will be at the discretion of the Dean of Students.
- 102 All previous versions of this document shall be rescinded.
- 103 The names of committees and titles of posts may change from time to time. This shall not invalidate the powers of the equivalent successor committees or post holders.

Definitions

- 104 **Learning Partnership Agreement:** This agreement has been jointly created by the University and the Bucks Students' Union to encourage the commitment of all students and employees to the principles of partnership and to make clear the basis on which that partnership rests.
- 105 **Complaint:** means either an oral statement or note made to a University employee at the informal stage, or a written notification on a Notification of formal complaint form at the formal stage.
- 106 **Days:** means working days which for the purposes of these procedures are Monday to Friday, other than bank holidays and days when the University is closed to students and employees.
- 107 **Respondent:** is any person who is the direct subject of a complaint and who has rights to be interviewed, see evidence, participate in meetings, be informed of the outcome It may also mean the person who is representing the University area that is being complained about and who is responding on the University's behalf.



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