

Document Details

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Student Complaint Procedures

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- A dissatisfaction with the outcomes and decisions of Boards of Examiners
- A dissatisfaction with the outcomes and decisions of Boards of Examiners
- A dissatisfaction with the outcomes and decisions of Boards of Examiners
- A matter relating to an outcome under other University regulations, for
- A minor fault in the University's facilities and buildings
- Dissatisfaction with services offered on campus by other providers, such as commercial tenants
- A dissatisfaction with the outcomes and decisions of Boards of Examiners

SC4.4 Where dissatisfaction relates to the outcomes of the processes in 4.3 the review mechanism within that process rather than the student complaint procedure will be used to address this.

SC4.5 Where dissatisfaction relates to the outcomes of the processes in 4.3 and 4.4, the University will engage with the Complainant to agree how to manage these in the most effective way, recognising that this could involve combining processes and/or running them in parallel.

SC5.2 Starting a formal procedure does not mean that it needs to finish. Should at any point in the procedure an informal resolution be proposed and accepted by

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complete their registration with Lancaster University. See section SC.A.4 for
further details and variants on timings to recognise both complexity and
exceptional circumstances.

SC7

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~ i • an explanation is provided to the Complainant outlining why no action can be taken and guidance on how to seek a review of the decision. Guidance on review is available SC10.2

^ ó X ĩ Gathering information: The Complaint Report

^ ó X ĩ X ĩ If a complaint meets the criteria for formal consideration, a person identified from trained staff within the University will gather the information relating to the complaint. U } u % o] o] v P š Z] v (} Œ u š] } v] v ĩ } some Z } u % o] v š • • ~ (} Œ Œ u % o š Z o P o o Ç } u % o Œ • š Z h v] Ā Œ • from a trusted external organisation.

^ ó X ĩ X ĩ d Z] • • š % o] • š } š Œ u] v š Z] Œ u reasonable } (š Z } u % o detail and produce a Complaint Report so that when a Complaint Panel is held, that Panel has sufficient information to make a decision. Œ Z] • Ā] o o v } Œ u o o Ç involve meetings with the Complainant and any other parties deemed pertinent to the complaint, e.g. staff, students or other third parties.

^ ó X ĩ X ĩ d Z] •] • v μ š Œ o % Œ Complaint Report consists no opinion or recommendation other than to identify areas that a Complaint Panel may wish to consider as part of its determination.

^ ó X ĩ X ĩ In the interests of transparency, fairness and integrity, this step will be conducted through a process of open correspondence unless there are reasons for any information or communication to remain confidential such as % Œ } Ā] • } v • Ā] š Z] v š Z ' v Œ o š W Œ Ā } parties } v Z P μ o will see all copies of documentation provided to the Complaint Panel. v o ~ • μ ĩ š to legal r • š Œ] . š } v • •

^ ó X ĩ X ĩ If meetings are held as part of the process, notes will be taken, and all parties will be entitled to the approved copy &] o μ Œ š } % o % Œ } Ā } μ u v š restrict its use, but the lack of approval will be noted.

^ ó X ĩ X ĩ D š] v P • Ā] o o v } š Œ Œ } Œ μ v o • • š Z Œ Œ Œ Œ < μ] Œ Œ • } v o ĩ μ š u v š X Z < μ • š • š } Œ } Œ u š] v P u μ • Complaints Coordinator prior to the meeting.

^ ó X ĩ X ĩ d Z information gathering steps expected to take no longer than one calendar month, except where cases are complex. In these cases, the University will make every effort to communicate a reasonable timeframe to the Complainant.

^ ó X ĩ Complaint Panel

^ ó X ĩ X ĩ d Z v Œ š • š % o] v š Z } u % o] v š • % Œ } • •] • š Z š W v the complaint. d Z Œ } o } (š Z W v o] • š }] } v š Z • % o complaint that have been raised by the Complainant based on the evidence available. No new evidence can be introduced at this stage in the process.

^ ó X ð X î ðe Panehormally

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Coordinator does not have a decision-making role and will only advise the panel on the options available to them.

^ ó X ð X í Z } μ o] š] } v o (š μ o À] v Œ ‹ μ] Œ š } u l
will

^ ó X ñ X î d Z P œ } μ v • (} œ œ À] Á œ W

~ í • that there exists evidence that could not reasonably have been made available for the formal consideration of the Panel or

~ î • that there exists evidence of a material procedural irregularity in the consideration of the complaint; or

~ ï • š Z š š Z œ Æ] • š • À] v š Z š š Z i μ P u v š Á • μ Á • v } š i μ P u v š š Z š } μ o Z À v œ Z Ç people in receipt of the materials formally considered.

^ ó X ñ X ĩ œ ◊ μ • š (} œ œ À] Á u μ • š } v] v Á œ] š] v P v • Z } μ o of the date of the outcome letter and addressed to the Complaints Coordinator

^ ó X ò X ï d Z Z À] Á W v o Á] o o } v •] • š } (W

- a member of senior management nominated by the Vice-Chancellor
- one member of staff
- one student appointed via the Students' Union.

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- a Complaints Coordinator to advise on process
- a Clerk to take notes of the meeting
- the Chair of the Complaint Panel

^ ó X ò X Panels normally take place online but in exceptional circumstances person meetings may be convened.

^ ó X ò X ñ d Z } u % o] v v š Á] o o Review Panel meeting. This not CE < μ] CE š } Lack of attendance will not stop the Review Panel meeting proceeding. If attending, the Complainant may be accompanied by a

CE % o CE • v š š] Á ~ š } • % o l } v š Z] CE Z o (• } CE Ç % o

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SC11.1 If alternative format is required, e.g. Large Print, Braille, etc., please contact complaints@lancaster.ac.uk

Student Complaint Procedures

Annex 1

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Additional Information

Annex sets out further information relating to how the University governs and manages its complaint process.

SC.A.1 What is considered evidence

SC.A.1.1 Processing complaints is an internal process and does not operate using the

SC.A.5 Group complaints

SC.A.5.1 If two or more individuals submit a complaint collectively, the complaint will be treated as a single complaint as per these procedures with all formal information in the complaint shared with all those involved, including personal sensitive data. Where an individual cannot agree to have this shared within the confidential complaint process, the expectation is that an individual rather than group complaint would be the more appropriate route.

SC.A.5.2 All members of a group complaint will have the same outcome but if the complaint is upheld how this is put right may vary for each member of the group depending on demonstrable personal impact.

SC.A.6 Anonymous complaints

SC.A.6.1 Complaints that are submitted anonymously will be handled in the same way as other complaints. However, the complainant's identity will not be disclosed to the respondent or any other individuals involved in the complaint process.

SC.A.9 How personal data is

SC.A.11.5 On an annual basis, the University will receive an anonymised summary report of the complaints received to date. The University will give consideration, particularly where aspects of student experience can be improved.

SC.A.11.6 The University will highlight identified areas of learning from complaints.

SC.A.12

SC.A.12.1 The University will not be necessary, appropriate, or helpful for a student or the University to be legally represented during a complaint. The involvement of a legal representative has potential to change the nature of the procedure or delay the process. But where a student asks to use a legal representative, the University will allow it unless there is compelling reason not to. In such circumstances, the University will recognise legal costs as financial loss for which compensation would be appropriate.

SC.A.12.2 In those rare situations where a complaint overlaps with formal criminal or similar external proceedings the complaint procedures will follow the same arrangements as set out in section 4.5 of the Student Discipline Regulations.

SCA.13 What the principles mean

SCA.131 Section SC2.2 sets out the principles which underpin the University's

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inconvenience using guidance provided by the Office of the Independent
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involved.

SCA.135.1 Complaints

Group Complaint

person nominated as the spokesperson.

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