

**Title:** Addendum to Student Complaints Procedure

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**Purpose:** For approval

**Date:** 31 March 2020

**Summary:** The following is being proposed as an addendum to the existing student complaints procedure, in light of the current COVID-19 situation:

*“Where complaints are received arising from the University’s response to COVID-19 and its efforts to mitigate the impact of COVID-19 on students (“**COVID-19 Complaints**”), the following changes to the standard complaints procedure apply:*

- 1. COVID-19 Complaints must be raised by means of specific online forms. Students are expected to follow the guidance provided and to utilise other processes where these are appropriate, in particular the Circumstances Impact Process. The University may re-direct the student to a different process where this is more appropriate.*
- 2. COVID-19 Complaints must be submitted using the method specified in accordance with point 1 during the period the University is operating most activity remotely or within 1 month of campus based activity reopening.*
- 3. COVID-19 Complaints will not be required to go through Stage 0 of the Complaints Procedure, although students are encouraged to seek informal resolution where this is practicable. COVID-19 Complaints received in accordance with point 1 will proceed directly to Stage 1 of the Complaints Procedure.*
- 4. The University may action multiple complaints as a “group” where reasonable and appropriate to do so. The University will have discretion to determine the scope of such a group.*
- 5. The University may utilise completed investigations when dealing with any relevant complaints of the same subject matter. Where necessary and reasonable, additional investigation will be carried out.*
- 6. Meetings required under the Complaints Procedure will take place via telephone or video conferencing.*
- 7. The University will use reasonable endeavours to meet the timescales set out in the Student Complaints Procedure but these may not be strictly met, owing to matters including but not limited to staff availability owing to sickness or critical work and technical and operational delays arising from remote working.*

8. *Requests for reviews of outcomes to COVID-19 Complaints must be submitted within 5 working days of receiving the formal outcome. Where this is not reasonably practicable, an extension to the deadline may exceptionally be granted. The review will be conducted in line with Stage 2 of the Student Complaints Procedure.*

*All complaints will be dealt with in accordance with the overriding principles of fairness and transparency.*

*Complaints that are not COVID-19 Complaints will continue to be considered under the Complaints Process in the usual way. However, meetings will take place via telephone or video conferencing and, although the University will use reasonable endeavours to meet the timescales set out in the Student Complaints Procedure, these may not be strictly met owing to matters including but not limited to staff availability owing to sickness or critical work and technical and operational delays arising from remote working.”*