Procedures for dealing with Student Complaints

Stage of Procedures

Informal Resolution

- Student discuss with individual concerned

- Informal resolution achieved

  - Yes: Complaint resolved?

  - No: Informal resolution cannot be reached / formal complaint is lodged at the outset

  - Informal resolution cannot be reached / formal complaint is lodged at the outset

Stage 1

Formal Complaint

- Student submit complaints form

  - - Responsible Authority set up Panel
  - - Panel meeting

Complainant informed

Panel decision

- Responsible Authority take follow-up action

Yes

Complainant accept decision?

No

Complaint resolved

- Student submit appeal form

Stage 2

Appeal to VC

- Case documented

to be continued…
Notes:
- As far as these procedures on student complaint are concerned, there shall be no further appeals beyond the Council.
- The flow chart is only a summarized description of the procedures. Please refer to the full text of the procedures for details.