

Student Complaint Procedure

Stage 2 Complaint – Guidance for Investigating Officers

At Stage 2 of the Student Complaint Procedure, an independent investigator is appointed by a Dean of Faculty/Division/Head of School or Head/Director of Professional Service to investigate issues raised by a student (or group of students who would normally be represented by a nominated student) and to make recommendations to the Head/Director about outcomes.

The purpose of this document is to provide guidance for anyone acting as an investigator at Stage 2 of the Procedure.

1 Determine the exact nature of the complaint and the outcome which is being sought by the student.

This is likely to involve clarifying the written complaint with the student, summarising and agreeing the key issues of concern.

Determine what the student is expecting as an outcome (e.g. an apology, a change in process, another type of redress) and agree whether this outcome is realistic and/or possible. If not, advise the student about what might be a

3 Produce Written Report