

# 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

When you have concluded your investigation, you will need to prepare a report with your findings using the **Investigator's report template**. Remember that the report will be seen by the student and possibly by others who are involved in the complaint via a DPA request. If a student decides to take their complaint for external review to the Office of the Independent Adjudicator, once internal procedures have been exhausted, any documentation will be provided as part of the process.

The report should include a list of the meetings held, the documents reviewed and the dates.

Where possible, copies of relevant documentation should be attached as appendices.

You should identify the nature of the complaint and the outcome sought by the student.

The main section should address each element of the complaint