STUDENT COMPLAINTS FLOWCHART

This flowchart is designed to detail the main stages of the complaints process. It is not designed to provide a complete set of information on the way in which complaints are managed at City.

Please use this flowchart alongside the Complaints Regulations, the Complaints Policy and any information provided in your Programme Handbook.

Support for students wishing to make a complaint is available from the City Students’ Union.

Further information can also be found on the Student Hub and City’s Quality Manual.
STUDENT COMPLAINTS FLOWCHART

Event occurs

28 days

Student complains. Stage 1: Early Resolution

Potential solution identified?

Yes

No

28 days

Student satisfied with outcome?

Yes

No

21 days

Process concluded

Student eligible to submit Complaints Form. Stage 2: Local-level Resolution

Complaint considered by Head of Academic Services/professional service or nominee. Outcome issued.

7 days + 21 days

Student satisfied with outcome?

No

Yes

21 days

Student eligible to request Review (Stage 3) – Submits form

Process concluded

7 days + 21 days

Review undertaken by Student & Academic Services, providing grounds for review are considered to have been met

Outcome issued along with Completion of Procedures letter

Student entitled to pursue complaint to the Office of the Independent Adjudicator (OIA)