

Complaints

Issue	<i>I want to raise a complaint about a member of staff, student or university service</i>	<i><u>I have been harassed or bullied</u> An harassment or bullying case has been raised against me</i>	<i>A Student Fitness to Study case has been raised against me</i>	<i>A Student Fitness to Practise case has been raised against me</i>	<i>A disciplinary case has been raised against me</i>
Policy	See the Student Complaints Procedure	See the Student Harassment and Bullying Policy	See the Student Fitness to Study Policy	See the Student Fitness to Practise Policy	See the Student Disciplinary Policy (non-academic misconduct)
Outcome	Receive Complaint Outcome letter	The resolution may be informal or formal.	Receive Fitness to Study outcome	Receive Fitness to Practise outcome	Receive Disciplinary Panel outcome
Response	<i>I want to request a review of outcome</i> See 13.7.4 of policy above	Formal resolutions will normally follow the Student Disciplinary Policy Staff Disciplinary Policy	<i>I want to appeal this outcome</i> See 15. of the Student Fitness to Study Policy	<i>I want to appeal this outcome</i> See 15. of the Student Fitness to Practise Policy	<i>I want to appeal this outcome</i> See 15. of the Student Disciplinary Policy (non-academic misconduct)

Academic

Issue	<i><u>I need to apply for Extenuating Circumstances</u> I have a long-term impairment and require compensatory measures</i>	<i>I need to suspend my studies</i>	<i>I need to request an adjustment to the time limit for completing my course</i>	<i>I have been accused of unfair practice</i>	<i>I want to appeal a decision by an exam board</i>
Policy	See the Compensatory Measures and Extenuating Circumstances <i>Evidence is necessary for all cases</i>	See the Interruption of Studies for Taught programme	See the Adjustment to time limits for completing a taught award	See the Unfair practice procedure <i>Your intent is not considered</i>	See the Academic Appeal procedure in respect of decisions by Examining Boards
Outcome	Receive Extenuating Circumstances Outcome or Compensatory Measures Statement	Receive Interruption of studies outcome letter	Receive Outcome of adjustment request	Receive Unfair practice outcome	Receive Appeal Outcome letter
Response	<i>I want to appeal this outcome</i> See GA12 - Extenuating Circumstances Appeal Form	<i>I want to request a review of outcome</i> See 13.3.3 of the policy above	<i>I want to request a review of outcome</i> See 13.5.2 of the policy above	<i>I want to appeal against the unfair practice decision</i> See 13.8.8 of the policy above	<i>I want to request a review of outcome</i> See 13.6.7 of policy above