# A complaint has been made about me.

## What happens now?

Complaints cannot be anonymous. Complaints can only be brought by registered students

#### INFORMAL ACTION

What are the options?



### WELFARE: PEER 2 PEER CONFLICT RESOLUTION

Meeting facilitated by trained staff - you and the other party can talk around the concerns to find a way forward together.



#### **MEDIATION**

Meeting facilitated by the University Mediator - you and the other party will mediate through the issues to reach a way forward acceptable to all parties.



#### **COLLEGE MEETING:**

Meeting facilitated by an Education Support Advisor - Welfare

#### **RESIDENCE LIFE MEETING:**

Meeting facilitated through the Residence Life team

These meetings would aim to help negotiate how you and the other party can continue to study or live (as relevant) together without having a negative impact on each other.



#### FORMAL COMPLAINT

We will consider if action should be taken under the Student Disciplinary Procedure



#### INVESTIGATION MEETING

You will hear the allegations made about you You can tell us what happened from your point of view (see the flowchart on this type of meeting)



#### **NEXT STAGE**

Investigating Officer and Head of Student Cases determine if disciplinary breaches have occurred.



#### **TIMINGS**

We will aim to complete the case within 30 calendar days



#### **OUTCOMES**

- \* No breach: no further action
- \*Minor breach: minor penalty
- · \*Potential Major breach: case taken to Major Disciplinary Board



#### APPEAI

If you are not happy with the outcome you can ask the University to review your case: you must do this within 10 working days of receiving the outcome

