

# I have an issue with another student: What happens if I make a formal complaint?

## STEP 1 - FORMAL COMPLAINT

submitted to the Student Cases Team

A formal complaint will consider if action will be taken under the Student Disciplinary procedure



## WHAT HAPPENS?

You will be invited to an **Investigation meeting**

Will hear how the issues have affected you and receive any evidence you have about what has happened

The aim will be to identify ways to correct the situation and could recommend mediation



## OUTCOMES

We will decide if disciplinary action should be taken and will normally hear accounts from all people involved.

You will normally be told if disciplinary action has been taken, not what action has been taken in accordance with Data Protection legislation.



**MEDIATION** You and the other party will mediate through the issues to reach a way forward that is acceptable to both parties and the University.



## REVIEW

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



\* while you cannot complain anonymously, if you tell us that you've experienced something - but don't feel you can make a formal complaint - we can still take action based on what you've told us, but you won't be entitled to know what happened with what you reported.



**YOU CAN ASK ADVICE FROM STUDENT CASES OR THE STUDENTS' GUILD**