

Policy name: **Student Complaints**

Date Presented: **20/11/18**

Lapse Date: **May 2024**

STUDENT COUNCIL NOTES:

The current complaints procedure is not transparent enough.

This can lead to repeated effort for the student that could be better focused towards their studies.

STUDENT COUNCIL BELIEVES:

That the complaints procedure should be streamlined, better communicated to all students, and the student raising the issues should be kept informed at all levels up to resolution of the issue unless a sound reason can be given for the student not being included in the process.

It should not be the responsibility of the student to chase staff to follow up on issues and it should be made clear that everything possible is being done to resolve the issue over a reasonable timeframe.

It is the opinion of the council that better communication will help reassure the student that all reasonable steps are being taken to resolve their issue, improving their learning experience and helping with peace of mind.

STUDENT COUNCIL RESOLVES:

A new, streamlined complaints procedure be implemented and made more easily accessible to the student (possibly through a prominent link on BBL or through a form of Continuous Improvement Programme).

A student making a complaint should, in theory, be able to simply highlight an issue and have peace of mind that the complaint is being taken seriously and will be handled quickly and efficiently. All whilst having a single point of contact so that both parties can answer any questions regarding their issue.

Ideally a database should be set up to log complaints, basic information (anonymised. i.e; course, year etc) on the complainant so that recurring issues can be easily highlighted, preventing reproduction of work and ensuring that if multiple complaints are logged that the issue can be elevated.

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Policy renewed on 26th April 2023