

Section 17E



Nottingham Trent
University

Quality Handbook

Part E: Regulations

Section 17E: Student Complaints Procedure

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1. Introduction

The University is committed to providing high quality education and services to all students. We value your views and aim to provide a supportive environment and manage complaints in a way which is sensitive to the needs of each complaint

- 1.1 The University is a large organisation, and we know that from time to time there may be problems with your course, the services or the facilities provided. You are encouraged to raise any concerns with us immediately so that we can discuss them with you at an early stage and prevent matters from becoming more complex. We aim to deal with complaints in a timely and consistent way to ensure that you are not disadvantaged by raising your concern with us. We will provide peer support for you in bringing concerns to our attention and you will not be disadvantaged or treated less favourably by any member of staff than if you had not raised the complaint.
- 1.2 The complaints procedure incorporates the following:
 - a. Level 1: Early resolution at local level; and
 - b. Level 2: Formal stage
- 1.3 It is desirable that complaints are resolved locally, amicably and quickly and that the formal stage is only invoked following an attempt at local resolution.**
- 1.4 If you are not satisfied with the outcome of a local or formal complaint you may request a Complaint Review, which completes the University's internal processes. You can also request a review of your complaint by the Office of the Independent Adjudicator (OIA).
- 1.5 These procedures have been developed to reflect the framework of the Office of the Independent Adjudicator (OIA) and is based on the 'Good Practice Framework: handling student complaints and academic appeals'.
- 1.6 In this document "we", "our" and "us" refers to Nottingham Trent University and "you" and "your" refers to students enrolled at Nottingham Trent University.
- 1.7 Reference to "working days" means days during the working week from Monday to Friday, excluding weekends, UK Bank Holidays and all University closure days.

2. Principles

This procedure ensures that complaints are treated fairly and seriously.

- 2.1 Principles of fairness are:
 - a. setting out a clear process for how we manage student complaints;

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- b. ensuring that the process is applied consistently to all students;
 - c. ensuring that cases are reviewed without bias or the reasonable perception of bias;
 - d. operating reasonable timescales and ensuring the process is completed without undue delay, and
 - e. providing the opportunity for both the student and the University to be equally heard.
- 2.2 We will ensure that students with protected characteristics, as defined under the Equality Act 2010, are treated fairly and without discrimination.
- 2.3 If there are concerns regarding your wellbeing, any notifications and communications to you will be managed appropriately, such as through a personal conversation.
- 2.4 This Procedure is internal to the University and does not have the same degree of formality as a court of law. As such legal representation is not considered to be necessary or appropriate in the circumstances.
- 2.5 We may transfer your complaint to another procedure if we feel that your concerns could be more appropriately addressed through a different University process. For example, complaints relating to University staff will be transferred to the Staff Disciplinary Policy and Procedure. If your complaint is transferred, we will inform you of this and direct you to relevant guidance and/or support.
- 2.6 We may not respond to each individual point raised in a complaint, and where appropriate points may be grouped together when providing a response.
- 2.7 If your concern has already been raised through a different University procedure, then you may not pursue it at the same time through the Complaints Procedure; equally, if you have raised a concern through the Complaints Procedure then you may not pursue it at the same time through other procedures.
- 2.8 If a complaint is settled at any stage of the process, i.e. compensation is offered and accepted, you cannot then escalate your complaint to a later stage in the process.
- 2.9 Freedom of speech and expression is at the heart of what universities are for, where the freedom to express ideas and debate opinions within the law is a fundamental principle. The application of this complaints procedure will therefore be undertaken in accordance with this principle. More information on the University's approach to Freedom of Speech and Academic Freedom can be found in its Code of Practice.
- 2.10 The existence of this procedure does not stop you from discussing any issues or concerns about your studies informally with your school. Staff in your School or the relevant Professional Service can be the first point of contact for you to discuss any concerns that you may have.

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3. Support for students

You are encouraged to seek support with the complaints procedure should you need it.

- 3.1 You can seek independent advice from the Student's Union [Information and Advice Service](#).
- 3.2 Your School and/or Academic Registry can provide you with advice and guidance on using this Procedure.
- 3.3 If you are under 18 years of age and you raise a complaint, Academic Registry will notify your parent/guardian that you have submitted a complaint and will keep them informed of progress, unless you ask us not to.
- 3.4 Throughout the complaints process you may be accompanied to any meetings by a representative of the NTSU Information and Advice Centre, a friend or other supporter. You may be represented by that NTSU representative or friend upon agreement between you and us.
- 3.5 The role of any supporter is to provide support and advise you. You are expected to communicate and engage with the process yourself; there is no automatic right for the supporter to communicate on your behalf. We reserve the right not to engage with your supporter if, in the view of the Academic Registrar, they do not behave in an acceptable manner or respect the nature of the role.
- 3.6 NTU provides several support services. You are encouraged to engage with these services and take up any appropriate support available to you. You can:
 - a. find out what support is available from [Student Services](#)
 - b. [speak with a support adviser](#)
 - c. get support from the [NTSU advice centre](#).
- 3.7 The NTSU [peer-support scheme](#) offers support from students to students with similar experiences, problems or conditions. It is free, confidential and independent from NTU.

4. Evidence

We ask you to support your complaint with independent documentary evidence. We will aim to minimise the need for you to provide evidence more than once for the same life event or requirement.

- 4.1 We encourage you to provide enough details to support your complaint. Scanned copies of original documents will be accepted; however, original hard copies can be requested at any time.

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- 4.2 You may be asked to explain aspects of your complaint or to provide further information or evidence at any time to enable a full review. For example, relevant emails, as well as meeting notes can help us investigate your complaint more effectively.
- 4.3 It is expected that the supporting evidence is provided at time of submission. Where this is not possible, you must tell us the type of evidence you intend to submit and the reason why it cannot be submitted at the time. Additional evidence should be submitted within five working days of the submission.
- 4.4 Acceptance of submissions without evidence, or delayed evidence is at the discretion of the Academic Registrar (or nominee). You will be notified of the decision to accept the submission or otherwise. A lack of supporting evidence at the point of submission may lead to delays within the process or the submission being considered ineligible.

5. Timeframe to make a complaint

Whether you are a current or former student, complaints should be submitted within 60 working days of the issue or event.

- 5.1 If you have an issue that needs resolving, you can address this directly with the School or Department at the University in an informal manner via email or in person without the need to go through a Complaint Process. Please do allow a reasonable amount of time for those departments to look into and resolve the issue. Five working days for a response is reasonable in most cases.
- 5.2 For issues where you do want to raise a complaint, for example if you have not received a satisfactory response, you should follow the processes below.
- 5.3 You can make a complaint about an issue or event which happens while you are enrolled as a student at the University. You do not need to be still enrolled when you make your complaint provided the issue or event about which you wish to complain happened while you were an enrolled student.
- 5.4 We aim to deal with all complaints within the timeframes set out in the table below.

Level	Student	Acknowledgement	Outcome
Level 1: early resolution at local level	Raise your complaint within 60 working days of the issue.	Within 7 working days of receipt of the complaint.	Within 25 working days of receipt of the complaint.
Level 2: formal stage	Raise your complaint within 10 working days of the date of the local resolution outcome.	Within 7 working days of receipt of the complaint.	Within 35 working days of receipt of the complaint.
Complaint review	Request a review within 10 working days of the Formal stage outcome.	Within 7 working days of receipt of the request for a review.	Within 20 working days of receipt of request for review.

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Office of the Independent Adjudicator (OIA)	Request a review within 12 months of the date of the Completion of Procedures Letter.	Not applicable	OIA timescales
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- 5.5 Where it is not possible to manage a complaint within these timeframes, an alternative timescale will be provided.
- 5.6 Complaints submitted outside of the time limits are difficult to investigate, given the passage of time. Complaints submitted outside of those time limits will not be considered unless you can show good cause, i.e., that you have been prevented from submitting your complaint because of personal circumstances, and provide relevant evidence in support. An example of such circumstances may be a serious illness, bereavement or childbirth. A busy lifestyle will not be considered an exceptional circumstance.
- 5.7 You must state reasons for the delay when submitting the complaint and provide supporting evidence to extend the normal timeframes, for example doctor's letter, birth certificates. The University reserves the right to accept or reject a complaint submitted out of time following consideration of any supporting evidence provided. In addition, the University is not obligated to investigate a complaint where some or all the relevant records are no longer readily accessible to the University given the lapse of time since the matter complained of took place.
- 5.8 We will send you a Completion of Procedures letter if we do not accept your complaint for being out of time. That letter will explain why your complaint has been submitted late by reference to the time limits prescribed in this procedure.

6. Early resolution at a local level

Most complaints can be resolved locally. This is usually the most useful and effective means of resolving a complaint and should be the first option.

- 6.1 You should raise your concerns quickly and directly with your school or the relevant service area. If you are not sure where to raise your complaint or if you feel that you are unable to raise your complaint with your school or the service area concerned, please contact [Academic Registry](#) for advice.
- 6.2 You must raise your complaint no later than **60 working days** from the incident or cause for concern using the [relevant form](#).
- 6.3 You should describe your concerns clearly and provide information and evidence where possible to support your claims.
- 6.4 Your complaint will be acknowledged within **7 working days**. You will receive an outcome within **25 working days**.

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7. Formal stage

If you remain unhappy and/or consider your complaint to be unresolved following resolution at a local level, you may choose to raise your complaint to the formal stage.

Where a local resolution is not possible due to the complexity or seriousness of the case, the formal stage will be used.

- 7.1 If you invoke the formal stage, you must submit a Complaint Form within **10 working days** of the date of the local resolution outcome.
- 7.2 You should explain clearly on the Complaint Form why you believe that your complaint remains unresolved as this will help us to understand your complaint. We may ask you for further clarification or information, where necessary.
- 7.3 You should also describe the outcome you are seeking because of your complaint as this can be extremely helpful to us. However, you must recognise that our response may differ significantly from your desired outcome.
- 7.4 You should provide enough information to support your claims, and documentary evidence, where possible.
- 7.5 Your Formal stage complaint will be investigated by a Complaint Investigator in Academic Registry, which is a central University department independent of all schools and service areas. The Complaint Investigator will:
 - a. decide whether your complaint is eligible and has been submitted within the time limit; and
 - b. consider whether the issues you have raised in your complaint should be investigated under this procedure or whether they would be more effectively addressed through another procedure.

7.6 Use of Artificial Intelligence in the Complaints Process

The Complaint Investigator may make use of artificial intelligence ("AI") tools, including Microsoft 365 Copilot ("Copilot"), from time to time to support with the complaint investigation.

The University uses a range of tools to support its processes, including AI-enabled tools. However, all complaints investigations are conducted with appropriate care, diligence, and human oversight, and no decisions are made solely by automated means. Complaint Investigators will maintain an appropriate audit trail where AI tools are used, including retaining relevant prompts and outputs where they form part of the investigation process. Such records are stored in accordance with the University's records management and retention policies.

The University recognises that AI tools may produce outputs that are incomplete, inaccurate or reflect unintended bias. Complaint investigators will take appropriate steps to identify and mitigate such risks. Complaint investigators will ensure that any use of AI tools complies with the University's data protection and

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confidentiality obligations, including ensuring that only appropriate information is inputted into approved systems.

AI tools are intended to assist Complaint Investigators with administrative and analytical tasks only. They are not used as a substitute for professional judgement or decision-making. Complaint Investigators will independently review and verify all information, findings and conclusions, regardless of any AI-assisted outputs. Any outputs generated by AI tools will be critically assessed, against the underlying evidence, and, where necessary, supplemented or corrected by the Complaints Investigator.

Any drafts or materials generated with the assistance of AI tools will be clearly identified as draft or working documents until reviewed and finalised by the Complaint Investigator. AI-generated drafts do not constitute findings or conclusions unless and until they have been reviewed and formally adopted by the Complaint Investigator.

- 7.7 Your complaint will be acknowledged within **7 working days** of receipt.
- 7.8 If your complaint is eligible, the Complaint Investigator will review it against the evidence you have provided, consulting other colleagues where appropriate. The Complaint Investigator may ask to meet with you to discuss your complaint. If you are unwilling to attend a meeting without good reason this and your reasons for not attending will be considered in the outcome of your complaint.
- 7.9 You may request to meet, either in person, by telephone or via online meeting, with the Complaint Investigator if you wish to discuss the details of your complaint in more detail. Such a request will not be unreasonably denied by the University.
- 7.10 You may be asked to explain the information or evidence you submitted with your Complaint Form, or you may be asked for further information or evidence. You are expected to co-operate with reasonable requests, within the time limit set for a response.
- 7.11 Having fully reviewed the complaint the Complaint Investigator will produce a decision letter, which will tell you about the process followed, the information gathered, the outcome and any recommendations made.
- 7.12 You will receive an outcome within **35 working days** from receipt of your Complaint Form. If the review into your complaint will take longer, we will notify you of the reasons and provide you with an expected date of response. The outcome will provide enough detail for you to understand our response.
- 7.13 If your complaint is accepted in full, or in part, a proposed resolution will be offered to you.
- 7.14 If your complaint is not accepted, you will be provided with an explanation for the decision.
- 7.15 Other staff at the University may be informed of the complaint outcome where needed with due regard to confidentiality, as appropriate.
- 7.16 In very few, particularly complex cases, the Complaint Investigator may refer a Formal stage complaint to a Complaint Panel. The Complaint Investigator is responsible for deciding whether a complaint should be referred to a Complaint Panel.

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7.17 Should a Complaint Panel be required you will be informed of this decision in writing. See Appendix C for Role of Complaints Panel.

Support At the Complaints Panel

7.18 The purpose of a Complaint Panel is to allow you to explain your complaint and how you think it should be resolved, and to assist us in reaching a decision based on the available evidence and the representations you have made. Legal representation is not allowed at meetings taking place at any stage under this procedure.

7.19 You may bring a supporter to the panel meeting who may be either a Students' Union representative, a fellow student or a parent/guardian. You must tell the Complaint Investigator who your chosen companion is, no later than 3 working days before the Panel meeting. (For role of supporter see 3.5).

Closing The Formal Stage

7.20 The outcome of the complaint will be sent to you in a letter via email, outlining the reasons for each decision and advising of the right to a Complaint Review.

7.21 If at this stage you are satisfied with the outcome and consider the complaint to be resolved, no further action is needed and the complaint is closed. You will not be entitled to request a Completion of Procedures letter on this basis.

8. Complaint review

If you are unhappy with the outcome of the formal stage on the grounds stated in paragraph 8.2 below you may be able to request a Complaint Review.

8.1 The purpose of a Complaint Review is to consider whether the ground(s) relied on by you have merit. The Review will not consider new or previous issues of your complaint afresh, nor will it involve further investigation. It will consist of a review of the evidence submitted in relation to the permissible grounds.

8.2 Requests for a Complaint Review will only be granted on the following grounds:

- a. There was a procedural irregularity by the University in the consideration of the complaint which has materially affected the outcome; or
- b. You have new evidence which could not have previously been made available, for valid reasons; or
- c. The outcome was not reasonable in the circumstances, in that the decision maker, considering the facts and circumstances of the case, could not have reasonably reached that decision; or
- d. Your complaint is about a partner institution in relation to quality of learning opportunities provided and you have exhausted the complaint procedures at the partner institution.

8.3 You should set out the grounds for the complaint review and your concerns clearly and succinctly using the [Complaint Review form](#) and provide evidence in support

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(where possible). You must explain how your request falls within one or more of the grounds set out above.

- 8.4 You must submit your Complaint Review request within **10 working days** of the date shown on the formal stage outcome letter.
- 8.5 A member of Academic Registry with no prior involvement in the matter will review and decide whether your request for a Complaint Review is eligible to be considered and notify you within **7 working days** of receiving the request.
- 8.6 If it is determined that the grounds are not met, you will be informed of the decision, and we will send you a Completion of Procedures letter confirming the closure of your matter and university processes within **20 working days** of the decision not to progress your matter to Complaint Review.
- 8.7 If we decide that your request meets one or more of the grounds for Complaint Review, we will allocate a Complaint Reviewer, not previously involved in levels one or two of the complaint process, to undertake the review. The Reviewer will consider all information collated for the complaint, together with any new evidence presented, but may contact you and anyone previously involved in the complaint as well as any new witnesses.
- 8.8 On completion of the review, the Reviewer will either agree the outcome made at the formal stage or make a different finding which overturns the original outcome. The decision taken at the Review stage is final. You will receive an email of the outcome of the Complaint Review, including a Completion of Procedures Letter, normally within **20 working days** from your Complaint Review request being accepted. This is the end of the University's internal procedures.
- 8.9 If the deadlines cannot be met, we will contact you to explain the delay and set a new deadline for our response.

9. Unreasonable complaints

Students and third parties using this procedure are expected to act professionally, reasonably and fairly towards University staff, and, in particular, to refrain from conduct which is abusive, rude or aggressive or otherwise requires action under the Student Code of Behaviour Procedure or termination of a complaint.

- 9.1 If we believe that your complaint is unreasonable, we reserve the right to terminate our review of your complaint. A complaint will be considered unreasonable if it is:
 - a. Obsessive or repetitive;
 - b. Insistent on pursuing non-meritorious complaints and/or unrealistic, unreasonable outcomes;
 - c. Insistent on pursuing what may be meritorious complaints in an unreasonable manner;

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- d. Designed to cause disruption or annoyance;
 - e. Excessively long in length. A submission should be no more than 1000 words and/or
 - f. Demanding for redress which lacks any serious purpose or value.
- 9.2 Where a complaint is considered to be unreasonable, or where the conduct of you or a third party is considered to be unacceptable, the Executive Dean of School or Head of Department (or nominated Deputy) will decide whether to terminate contact with the complainant. In exceptional circumstances, this may mean that consideration of the complaint is also terminated, in which case you will be issued with a Completion of Procedures letter.
- 9.3 Complaints relating to speech will be promptly rejected where these are vexatious, frivolous or obviously unmeritorious. It is accepted however that it may not always be possible to determine that a complaint is vexatious at the outset of an investigation. To avoid unnecessary intrusive investigations a preliminary assessment/triage of the complaint will be undertaken to assess whether to commence an investigation. The starting point of any such investigation will be that lawful speech will not be punished solely because of their lawful expression of a viewpoint.

10. Office of the Independent Adjudicator (OIA)

If you are unhappy with the outcome of the Complaint Review, you may request an independent external review of your case by the OIA.

- 10.1 You must complete the University's internal procedures before you can request an OIA review.
- 10.2 Your complaint must be submitted to the OIA within **12 months** of the date of your Completion of Procedures Letter from the University and must be submitted using the OIA's form. You must include your Completion of Procedures Letter with your submission.
- 10.3 Further information can be found on the OIA's website at www.oiahe.org.uk.

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11. Appendix 1: What is a complaint?

A complaint is an expression of dissatisfaction by one or more students about the University's action, inaction or standards of service which have been provided by, or on behalf of, the University, on or off the campus.

11.1 Examples of complaints include, but are not limited to:

- a. Failure by the University to meet its obligations including those outlined in the course/student handbooks or the student charter.
- b. Concerns about the delivery of a course, teaching or administration.
- c. Concerns about the quality of facilities, learning resources or services provided directly by the University.
- d. Complaints involving other organisations or contractors providing a service on behalf of the University.
- e. Concerns about inappropriate behaviour of NTU staff, including, but not limited to, harassment, bullying, discrimination or sexual misconduct.

11.2 We will not normally deal with the following as complaints under this procedure:

- a. a complaint about an admissions decision, which should be directed to the Admissions Office (or [Doctoral School](#) for research degrees). See the [Admissions Policy](#) for details.
- b. Academic matters about assessment performance and outcomes, which will be considered under the [Academic Appeals Procedures](#); or matters of academic integrity, academic misconduct and serious academic misconduct which will be considered under the [Academic Integrity policy](#).
- c. Challenges to academic judgement, that is, the decision made by academic staff on the quality of assessed work or the criteria being applied.
- d. a concern about bullying or harassment by another student, which would fall within the [Student Code of Behaviour](#).
- e. a complaint about the role of representatives of the Students' Union which should be directed to the [Nottingham Trent Students' Union](#).
- f. matters relating to the [Student Loans Company](#), which has its own complaint procedures.
- g. a complaint from an employer in relation to their employee who is an NTU student:
 - on an Apprenticeship;
 - whose studies are partly or fully sponsored by an employer.
- h. a matter that has been subject to legal proceedings in a court or tribunal unless those proceedings have been put on hold.

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- i. a complaint that has already been dealt with through another process or considered by another appropriate body.
 - j. a complaint relating to a student's Fitness to Practice on a professional course.
- 11.3 Where a complaint involves multiple issues, which do not fall neatly into the category of complaint (e.g. because it also covers issues that fall within the remit of academic appeals or other procedures), these matters may be considered together. Depending on the individual circumstances of each incident, the University reserves the right to either suspend one procedure pending the outcome of the other or decide not to pursue a procedure in favour of the other.
- 11.4 If the issue(s) or event(s) triggering the complaint are the subject of, or related to, a police investigation, the University may suspend its complaint process pending the completion of that investigation and where appropriate any criminal proceedings or may continue in parallel. This will be decided on a case-by-case basis and, where appropriate, in dialogue with the police.

12. Appendix 2: Who is covered by the complaints procedure?

The complaints procedure can be used by all Nottingham Trent University students with the exception of those named in the further information below.

- 12.1 This procedure applies if you are:
- a. a current student enrolled with the University, including on part-time and distance learning courses, on an apprenticeship route or as part of a School-Based collaborative partnership; except doctoral candidates for whom a separate process applies.
 - b. a student on a break in study.
 - c. a past student and were enrolled at the University at the time of the events giving rise to the complaint (subject to the time limits set out in section 5).
- 12.2 **Group Complaint;** If you are making a collective complaint with a group of students, the University will request that one student is named the main contact for purposes of communication.
- 12.3 **Complaint by a Third Party on behalf of a student;** You are encouraged to make a complaint personally. The University will only accept a complaint on your behalf from a Students' Union representative, a parent/guardian or other third party if you provide written authority for them to do so. Where consent is provided and accepted by the University, all communications relating to this process will still be copied to the student to ensure they are informed. The University reserves the right not to engage with a third party if, in our view, they do not behave in an acceptable manner, communicate in an inappropriate way or attempt to disrupt the process.

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12.4 Anonymous complaints are accepted and can be submitted via [Report and Support](#).

Complaints about Partner Institutions

12.5 If you are studying with a partner institution under a validation service arrangement you must complete the partner's local complaints processes before you can raise a Complaint Review with the University.

12.6 To apply for a Complaint Review under this procedure, you must ensure that

- a. procedures at the partner institution have been exhausted; and
- b. the complaint concerns the quality of learning opportunities provided.

12.7 If you submit a request for Complaint Review in relation to the partner institution, you will need to provide:

- a. written consent for us to request the details of the review investigation from the partner institution; and
- b. as much information as possible for us to carry out the review.

13. Appendix 3: Role of a complaint panel

13.1 A Complaint Panel will include:

- a. An Executive Dean from outside the School in which you are enrolled or Director of Service from a different service area or a member of the University's Leadership Team;
- b. One member of staff from outside the School in which you are enrolled (or others involved in the complaint);
- c. A representative from the Students' Union Executive committee.

13.2 A Complaint Panel will be arranged within **10 working days** of receiving your complaint. We reserve the right to extend this time if needed.

13.3 You will be given notice of the date of the Complaint Panel and depending on the nature of the complaint, you will be invited to attend and the members of the panel will:

- a. go through the complaints process with you;
- b. give you the opportunity to explain your complaint;
- c. review those parts of the evidence which support your complaint or adversely affect it.

13.4 You are entitled to bring someone with you for support to this meeting; their role is to support you, but not to answer questions on your behalf (See section 3.5).

13.5 You can submit further evidence and call witnesses, provided that all information and documents are received by us by no later than **three working days** before the Panel meeting.

13.6 All relevant papers will be provided to the members of the Panel and to you **five working days** before the panel.

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- 13.7 You will be informed of who is on the Panel **five working days** before the meeting. If you feel that a Panel member has a conflict of interest, you can submit a request in writing to the Academic Registrar for a replacement **three working days** prior to the panel date.
- 13.8 The Complaint Panel meeting will take place at the date and time confirmed in writing. As much notice as possible will be given (normally at least five working days) but there may be flexibility as to notice, dependent upon the circumstances of the review and urgency of the complaint.
- 13.9 The parties concerned shall be permitted to question each other, any witnesses and to address the Panel. The Panel may question the parties concerned and any witnesses.
- 13.10 If you fail to attend the Panel Meeting without good reason, the Panel will decide whether to consider your complaint in your absence, dismiss the complaint or invite you to a re-convened Panel Meeting.
- 13.11 We will take notes of the hearing, setting out who attended, a brief outline of the proceedings, and the reasons for the decisions taken. These are not routinely shared with you but are available on request.
- 13.12 The Panel will consider the facts and determine an outcome to the complaint which will be provided to you within 3 working days of the Panel Meeting. The Panel may reject the complaint (not accepted) or uphold (in full or in part) the complaint, identifying appropriate redress.
- 13.13 After an initial complaint hearing we may carry out further review and hold further complaint hearings as we consider appropriate. Such hearings will be arranged without unreasonable delay.

14. Appendix 4: Confidentiality

We will handle complaints with an appropriate level of confidentiality, and release information only to those who need it for the purposes of investigating or responding to it.

- 14.1 Details of any complaint about another student will be shared with them, so that they can respond to any allegations made against them.
- 14.2 Anyone making a complaint is expected to maintain confidentiality and avoid publishing to third parties, either on social media or by other means, any correspondence about the complaint between you and the University or any other University correspondence which is part of the complaint.
- 14.3 We will share the details of the complaint outcome with the relevant School/department.

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Policy owner
Academic Registry

Change history			
<i>Version:</i>	<i>Approval date:</i>	<i>Implementation date:</i>	<i>Nature of significant revisions:</i>
Sept 2018	12.09.18	01.10.18	Removal of a level 2 complaint outcome as unreasonable as permissible grounds for a level 3 Complaint Review; Clarification that a level 3 Complaint Review will not consider new or previous issues of the complaint afresh.
Sept 2019	10.07.19	01.10.19	Clarification on information sharing between departments. Clarification that where Level 1 & 3 timescales will not be met, alternative timescales will be provided.
Sept 2020	16.09.20	01.10.20	Additional paragraph stating that the University may group individual points in R4Rs or complaints when responding. Additional paragraph stating that the University will notify students as soon as possible if unforeseen events (that are out of NTU's control) cause disruptions to University business. Clarification regarding supporting information.
Sept 2021	07.07.21	01.10.21	Clarification of the respective roles of level 1 and level 3 Reference to supportive complaint process through peer support
Sept 2022	15.06.22	01.10.22	Review and minor updating to provide further detail about: types of complaints typically be investigated under this procedure; timeframes to submit a complaint; complaint panels; unnecessary complaints
Sept 2023	14.09.23	01.10.23	Minor content changes relating to evidence submission and third-party communication. Addition of 2.10 on freedom of speech.
Sept 2024	19.09.24	01.10.24	None
Sept 2025		01.10.25	Re-ordering of sections; Minor content changes relating to clearer messaging/compassionate language. Addition of concerns about inappropriate behaviour of staff as an example in Appendix A
Sept 2026		01.10.26	Extension of timeframes for acknowledgement and resolution of complaints at all levels.

Equality Impact Analysis		
<i>Version:</i>	<i>EA date:</i>	<i>Completed by:</i>
Sept 2017	01.09.2017	Academic Registry