

QAA – UKCGE Good Practice Event

Student representations, complaints
and appeals

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Student Complaints, Appeals and Feedback



Regulations which support students

- **Regulations Governing Complaints from Applicants**
- **Regulations Governing Student Complaints**
- **Regulations Governing Academic Appeals**

Students' Union Advice & Information Centre provides:

- A service that is independent, free, confidential and impartial
- 4 trained advisers (accredited mediators)
- Provide representation for student complaints meetings
- Provide representation at academic appeals
- Access to a solicitor, free of charge

Offers assistance to **ALL** students

We work closely with SUSU sabbatical officers who attend key meetings



Complaints from Applicants

Definitions to assist the process

- Reconsideration of admission decisions
- Concerns relating to provision or process
- Complaints about fees classification

Stage 1 – Informal **Stage 2** – Formal- HoS / Registry

Stage 3 – Formal – Registry / Director Student Services



STUDENT COMPLAINTS REGULATIONS

Cover:

- **Academic programmes**
- **All staff (behaviour / competences / supervision)**
- **Facilities**
- **Services**



STUDENT COMPLAINTS REGULATIONS

Currently does NOT cover:

- **Harassment (HR)**
- **Decisions about academic work (Appeal)**
- **Admissions (Registry)**
- **Students' Union (Secretary SUSU)**



Student Complaints

Challenges at each stage (academic / non academic)

- Stage1– Informal ‘Raising a concern’ (SUAIC)
‘We work to try and resolve issues at the informal level’
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- Stage 2 – Formal complaint to Head of School / Service
- Stage 3 – Formal complaint to Registrar & Chief Operating Officer
- Stage 4 – Appeal to VC (bias in investigation at Stage 3)

‘Complaints and appeals influence institutional learning and improve the quality of the student experience.’



FORMAL COMPLAINTS

All students complete a Complaints Form

Outcomes desired are connected to elements of complaint.

To assist in this process we provide:

- Guidance notes for staff and students
- List of people to whom approach may be made
- Table of stages & timing of procedure
- Flow chart



Academic Appeals

2 Formal stages



1. School level 2. Senate Appeals Committee

- **3 Grounds for Appeal at School stage –**
new evidence; extenuating circumstances; failure in procedures which affected decision of relevant body
- **2 Grounds for Appeal to Senate –**
new evidence not available at first stage; school panel conduct



Academic Appeals

Students may appeal a decision made by:

- Academic Integrity Panel
- Board of Examiners
- Fitness to Practise Panel
- School / Exam Board
- Upgrade Panel / Committee
- Senate



Academic Appeals

All students complete an Appeals Form stating grounds for submission, evidence, preferred outcomes

- We have recently moved from 2 sets (PGR & Taught courses) of regulations to **ONE** set for **ALL** students
- We have removed 'supervision' as a grounds for appeal and will request students to process this through the Student Complaints Regulations at an **earlier** stage.

Learning from Complaints / Appeals

- **QAA** Code of Practice Section 5
- Seminars at **OIA** and providing developmental work for OIA (visit)
- **University structure** 3 Faculties - 20 Schools - 3 Research Centres – 11 Professional Services
- **Monitor** formal stages each year & case studies
- Annual **Student Experience Questionnaires** - the responses from UGs, PGTs, PGRs inform the University of the student experience and areas for concern.