

FORMAL COMPLAINTS

WHEN AN INFORMAL COMPLAINT IS NOT RESOLVED

Submit your formal complaint to the Campus Manager using the **Formal complaint/Reconsideration** request form.

The Campus Manager will acknowledge receipt of your complaint, within **two working days** of the complaint being received.

WHAT HAPPENS NEXT?

- The Campus Manager will set up a formal meeting to investigate and assess the complaint. All parties involved will be requested to attend along with the Campus Manager and another senior member of staff.
- You may bring a support person with you. Please refer to your Student Handbook for guidance on selecting a suitable support person.
- Following the meeting, you will receive a letter confirming the discussion, any agreed next steps, and the outcome.

Issue **not resolved** to the satisfaction of the student.

You may submit a request for formal reconsideration to the Head of Operations. Add any additional information or supporting evidence to your **Formal complaint/Reconsideration** request form.

The Head of Operations will respond within **three working days** and a resolution will be discussed. This may include another formal meeting with you and all parties involved. You may bring a support person with you.

Issue **not resolved** to the satisfaction of the student.

You may request for your complaint to be considered by an Appeals Panel.

Refer to the flow chart: *Non-academic appeals* for more information.

Issue is **resolved** to the satisfaction of the student.

No further action required.

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