**BIRMINGHAM NEWMAN UNIVERSITY**

**STUDENT COMPLAINTS PROCEDURE**

**Procedure Overview**

**Informal Resolution**

Concerns addressed satisfactorily

Complainant has a concern that could not be resolved by the relevant course team or service area

Complainant approaches Faculty for informal resolution

Case closed

Concerns not addressed to complainant’s satisfaction

Complainant not satisfied with resolution. May take complaint to Stage 1 (Formal)

**Stage 1: Formal Complaint Submission**

Complainant submits complaint in writing (standard form – Stage 1) to complaints@newman.ac.uk

Complainant satisfied with response. Case closed

Complaint forwarded to Head of Department or Manager of Service by the Dean

Complainant’s concern is now considered to be a complaint

Complainant informed of outcome

Complainant not satisfied with response – may take complaint to Stage 2 for consideration (grounds need to be made)

**Stage 2: Review**

Complainant escalates complaint to University Secretary (via complaints@newma.ac.uk) within 10 working days of response to Stage 1

University Secretary considers grounds for review

Complainant can take matter to the OIA within 12 months

Case closed and Completion of Procedures letter issued to complainant

Complainant is informed of outcome

There are no grounds for review

Complainant is informed of outcome and a Review Panel is set up

Conclusion of Stage 2 case closed, and Completion of Procedures letter issued to complainant. Can go to OIA within 12 months

Complainant is informed of outcome of Review Panel

Review Panel takes place

There are grounds for a review