



ST PATRICK'S COLLEGE
LONDON

Complaints Policy and Procedures 2016/17

Edition 5

Complaints Policy

1. Introduction and Context

The Complaints Policy and Procedures have been developed as part of the College's ongoing commitment to provide opportunities for all students to express their concerns and to seek satisfactory resolution through a process of impartial and rigorous investigation. In the case of programmes validated by an awarding body, complaints procedures and requirements are published separately in the appropriate programme handbook.

The student Complaints Procedure is designed to help students to take up problems or complaints and to obtain a speedy response from the College in helping to resolve the complaint.

Students are likely to face a whole range of situations which demand active problem solving skills. Most of the time they will be able to find their own solutions and this may involve talking to members of the College staff. The formal complaints procedure route should be used only when all other routes have been exhausted and all strategies for dealing with problem situations used.

If students make a complaint to the Police or take any other legal action at the same time as their internal complaint, then no investigation by the College using this procedure will be undertaken at this stage.

The stages of the student's complaint procedure are designed to provide a response to any complaint at the earliest feasible opportunity.

When following this procedure it is important to keep notes of any discussions had at each stage and the dates on which they take place. Also students should keep copies of any relevant documents. Additionally, students may wish to have the support of a friend who could accompany them to meetings when they discuss their complaint.

The principles underlying the management of the complaints procedure are:

- Confidentiality at the informal stage
- Accessibility of information
- Clarity of procedure
- A staged approach with specified times and an informal and formal stage
- Advice and support in using the procedure
- Stated response times
- Resolution at local level wherever possible
- Entitlement to have a well-founded and documented formal complaint heard
- Every effort made by the College to prevent victimization of a student who has made a complaint

The Director of Student Services will oversee the tracking of complaints and will ensure that information is retained about the nature of the complaint, the process of investigation and the final decisions taken. Information collected will be reviewed by the Academic Board and the College's Senior Management Team on a timely basis during the 12 month academic year. Details relating to the Complaints Policy Log and Review Cycle are set out in the table on page 35.

2. Principles

2.1 All complaints are handled sensitively. Full consideration is given to maintaining confidentiality in respect of individuals. All parties to the complaint are expected to maintain a duty of confidentiality towards individuals.

2.2 The Complaints Policy seeks to be fair to all parties. Any person named in a complaint is informed of the substance of the complaint and has the right to reply as part of the investigation.

2.3 No student is to be treated less favorably by peers or staff members as a consequence of making a complaint. If evidence is found to the contrary, then individuals may be subject to disciplinary proceedings under College policy.

2.4 When a complaint is made by a group of students, one individual is to serve as spokesperson and correspondent for the purposes of the formal proceedings. Each member of the group must be able to demonstrate that s/he has been affected personally by the complaint that has been made.

2.5 Students pursuing a complaint are entitled to apply for access to personal data under the Data Protection Act 1998. Applications should be addressed to the Director of Student Services. Information is only disclosed to individuals who can progress the complaint to decision level.

2.6 After initial investigation, if it appears that the complaint falls within the scope of other policies or procedures such as, for example, Academic Appeals, Academic Misconduct, disciplinary matters or Equal Opportunities, then the complaint may be re-assigned to another Committee. In those cases, the Complaints Committee (CC) will take appropriate action, following discussions with the person(s) initiating the complaint.

3. Procedures

3.1 Students wishing to make a complaint are advised to contact a member of the Student Services Team before proceeding further. Team members can provide useful information about the options available for voicing concerns, the procedures to be followed and the timescales to be considered. Additionally, individuals are encouraged to seek advice from the Student Officer, the Module/Unit Leader, the Programme Manager and/or the appropriate Head of School or Department.

3.2 Students may select one of two options in respect of the College's Complaints Procedures.

1. The first, and most commonly used option is to resolve the concern informally by speaking directly with the appropriate individual. This may be the Director of Student Services, the Head of Academic Administration, the Module/Unit Leader, the Programme Manager or the Head of School. Students and staff members electing to follow the Informal Route are not required to fill out a Complaints Form.
2. The second option is formally to initiate the complaints process formally. In this case, students and staff-members are required to complete the College's Complaints form.

3.3 Details of the College's procedures for handling Formal Complaints are set out below.

- i. Students wishing to make a formal complaint may request a form from a member of the College's Student Services support team. Copies of the Complaints Form are also available on the intranet.
- ii. The Complaints Form must be completed and returned to the Student Services Office within four weeks of the event giving rise to the complaint. The Director of Student Services reviews and records all forms received. Complaints forms that do not provide the name of the complainant or the name of the individual giving rise to the complaint will not be investigated.
- iii. All formal complaints, whether academic or non-academic, are initially reviewed by the Complaints Committee (CC) to assess the nature of the complaint and allocate it to the appropriate parties for further action. Allocations are as follows:
 - Complaints of an academic nature are distributed to Heads of Schools and Departments for further review and recommended action. Once resolved the complaint is returned to the CC for closure.
 - Complaints on non-academic matters are retained by the CC, who arrange Panel meetings and determine appropriate measures to effect resolution.
 - Complaints relating to UKVI activities are referred directly to the Compliance Team
- iv. Following the CC's initial review, the Director of Student Services writes to the parties named in the complaint outlining the requirements for responses to be submitted in advance of the CC Formal Panel meeting.
- v. Students and staff members wishing to learn about the progress of their Complaint submission must contact the Director of Student Services, who will provide relevant details.
- vi. Every effort is made to schedule CC formal panel meetings to accommodate the availability of individuals named in the Complaint and CC members. CC members must have had no prior involvement in the case and will normally comprise and include the Director of Student Services, one Academic Dean, or designated representative, who serves as chair, the Complaints Manager and a Minute taker. Additionally, Heads of School or Department and other individuals specifically linked to the particular complaint attend Panel sessions for interview as and when required.
- vii. Complainants are invited and expected to attend CC Panel meetings. They may be accompanied by a friend or representative for support or representation. The representative may put the student's case forward and will be permitted to address questions to the CC. In cases where a complainant fails to attend the meeting that has been agreed and no excuse for absence has been received, the CC will render a decision on the basis of the evidence currently available.

viii. The Director of Student Services will inform all parties involved of final decisions taken by the CC.

i. Review

- 4.1 Students who are dissatisfied with decisions taken by the CC may request a review of the Committee's response to the Complaint or of the way in which it was handled. Requests must be made within 10 days of receiving the final report. In those cases, the Principal, or his designated representative, will review the request made, the decisions taken, the evidence collected and, on the basis of findings, determine actions to be taken.
- 4.2 If a student is still not satisfied with the result received from the complaint and meet the relevant criteria, they can apply to the Office of the Independent Adjudicator (OIA) – the form is on the back of the original complaint form handed in. They can also request a form from the Student Services Counter.

The following forms and letters are included in this policy for reference at the end.

Complaint Form
Completion of Procedure Form (STP)
OIA – How to Appeal
Complaints Flow Chart
Complaints involving more than one provider
Case Study
Letter from OIA in relation to complaints from students studying qualifications awarded by Ofqual regulated awarding organisations.
Ofqual Complaints Procedures.

Appendix

Table one: Procedures and Time Lines

Procedure	Essential Steps	Activities Undertaken	Responsibilities
Informal Complaint Option	Individuals Identify concerns and seek advice from the Director of Student Services, Heads of Schools/Departments and/or the Student Officer.	Issues are reviewed and advice is provided. Discussions are aimed at resolution. Activities can be undertaken at any time.	Students with issues have primary responsibilities for requesting assistance. Heads of Schools/Departments have primary responsibilities for issue resolution.
Formal Complaints Option, Step 1.	Students obtain a form from Student Services Staff or download one from stponline.	The Complaints Form is completed. All of the information requested is provided.	Parties lodging the formal complaint
Formal Complaint recorded on The System, Step 2.	Students submits the completed form to the Student Service Team within four weeks of the incident that has given rise to the complaint	Student Services staff record details, and the Complaint is assigned a Case Number.	Student Services team member, under supervision of the Director of Student Services
CC meets to review Complaints Forms, Step 3.	CC discusses complaints and then distributes them to appropriate parties.	Notes/minutes are taken of meeting discussions. Decisions are made in respect of allocations.	Designated note or minute taker. (May be a CC member).
Individuals named in the complaint are given opportunities to respond, Step 4.	Student Services staff notify individuals and inform them that responses are due within seven working days after notification.	Individuals are notified by email or letter. If contact is made by telephone, then written notes of the conversation are to be provided.	Director of Student Services, Or designated representative drawn from the Student Services Team.

Procedure	Essential Steps	Activities Undertaken	Responsibilities
<p>CC Panel meets to take formal action on the Complaint, as and when required (normally twice each term). Individuals named in the Complaint are requested to attend, Step 5.</p>	<p>Decisions are made on a case by case basis, via the evidence accumulated and discussions in the meeting.</p>	<p>Minutes/notes of the session are taken.</p>	<p>Decision are made by CC Panel Members. Records of decisions are Noted & minutes taken by a designated note taker.</p>
<p>Individuals are advised of CC Investigation outcomes, Step 6.</p>	<p>All parties are notified within seven days of decision taken.</p>	<p>Individuals are advised in writing, preferably letter as well as email.</p>	<p>Director of Student Services</p>
<p>Individuals, who are Dissatisfied with outcomes, may request a review of decisions and/or processes followed, Step 7.</p>	<p>Individuals submit review requests to the Director of Student Services within seven days after being notified of CC decision.</p>	<p>Director of Student Services logs the Student Request and notifies CC.</p>	<p>Individuals must submit review requests in a timely manner. Director of Student Services maintains the record.</p>
<p>The Principal renders the final decision in cases where students request a review of decisions taken, Step 8.</p>	<p>Director of Student Services formally notifies all participants involved in the Complaint within 10 days of the Principal's final decision.</p>	<p>Notes are taken of meeting and decisions are recorded.</p>	<p>CC Designated note taker. Director of Student Services.</p>

5. Changing your programme.

If students feel they have not enrolled onto the right programme and would prefer to study a different subject offered at St Patrick's, they will need to talk to the programme leader of their current programme, the programme leader of the new programme, or another lecturer with whom they feel comfortable. They will be able to advise the student.

If the student makes the decision to change programmes, they must complete the appropriate form which is available from the Academic Administration Office. This will need to be signed by both the current and proposed programme leaders before being handed in to Admissions for processing. If the fee for a new programme is higher than that of the programme from which they transferred from, they may be required to make a payment at this point, or a payment plan will be adjusted accordingly. Students registered on undergraduate and Masters' degree programmes should consult their Programme Handbooks in respect of regulations concerning programme change.

6. Exclusion

If a student fails to make progress and gives cause for concern, the lecturer, after due consultation and scrutiny of evidence of lack of progress, will formally warn the student in writing of possible exclusion on grounds of lack of academic progress and copy this formal warning to the Head of School.

If, subsequent to this formal warning, there is still continuing evidence of failure to meet programme requirements, the lecturer may propose to the Head of School that the student should be advised to withdraw.

The Head of School will then consider the evidence presented by the lecturer. On the basis of his/her review, the Head of School may advise the student in writing that they should withdraw from the programme on the grounds that they are unlikely to complete the programme satisfactorily. Additionally, the Head of School will explain the negative consequences that may arise if the student does not accept the advice..

If students formally indicate that they do not intend to withdraw on the recommendation of the Head of School and are unable to provide satisfactory evidence to the Head of School and the lecturer to justify continuing on the programme, they will be formally required to withdraw on the grounds of lack of academic progress, by the Head of School.

The student may appeal against exclusion.

STUDENT DISCIPLINARY PROCEDURES

1. Purpose

The purpose of this procedure is:-

- to help and encourage students to achieve and maintain acceptable standards of conduct and work performance; and
- to ensure consistent and fair treatment for all in relation to formal and informal disciplinary action taken in response to allegations of unacceptable conduct or performance.

2. Scope

These procedures relate to all students, and cover:

- All types of misconduct, including cheating and plagiarism, which contravene the current Student Code of Conduct
- Unsatisfactory attendance. The School policy requires students to attend 100% of their programme of study. Tutors will inform individuals of specific requirements relating to particular programmes of study.

3. General Principles

The following are the general principles that underpin all the School's disciplinary procedures including those for appeals:

- The Registrar is responsible for maintaining student discipline within the rules and procedures provided for suspending or expelling students on disciplinary grounds, and implementing decisions to expel students for academic reasons.
- The Registrar has the power to delegate his/her responsibilities to Authorised Representatives (AR's). These AR's are senior academics and professional staff members.
- A student alleged to have committed a disciplinary offence has the right to receive all relevant information and papers concerning the case in reasonable time, being no fewer than 5 School working days prior to the meeting, and therefore to have reasonable time in which to prepare his/her case. The student can use the information and papers provided only in respect of the disciplinary process.
- The student will have the opportunity, wherever possible, to hear any evidence against him/her and have a right to respond to this.
- The student has the right to be represented or accompanied at all informal and formal stages of the disciplinary process by one of the following: a parent, relative, friend, or personal tutor.

- In the interests of natural justice, where a person brings a complaint against a student or provides evidence as part of an investigation it will not be possible to ensure complete confidentiality save in exceptional circumstances. All complainants and witnesses will be informed that if their written statements are to be used at any ensuing disciplinary meeting or appeal they will be disclosed to all parties and they may be required to give evidence. All persons who provide a written statement will be asked to authorise its release to all parties involved.
- The time-scales stated in this procedure are for guidance only and may vary within reason in writing and with consent by either party, if it is ascertained that timescales are not practicable to be adhered to.

4. Informal Procedure

Minor breaches of the Student Code of Conduct or matters relating to standards of work and attendance will normally be dealt with informally by a relevant senior member of staff.

The relevant senior member of staff can issue an informal reprimand to the student and a record of this will be placed in the student's personal School file.

5. Formal Procedure

No formal disciplinary outcome will be concluded unless a disciplinary meeting has been held. This procedure will be adhered to where informal procedures are deemed inappropriate by the AR or have proved to be ineffective or where the formal procedure has been requested in writing, and the AR concludes a formal meeting is appropriate, based on evidence presented

6. Reporting of Allegations

Allegations of misconduct should be brought to the attention of an AR. The AR will identify a member of staff (identified henceforth as Investigating Officer (I.O) who will conduct an investigation, as detailed in paragraph 8.

7. Procedure for Suspension

- a) The Registrar or any SMT member of staff can request and subsequently take steps to ensure that a student vacates School premises if, on the basis of evidence, he/she discovers or are made aware of any major contravention to the Student Code of Conduct. This would include, but is not be limited to:
 - Aggressive or violent behaviour or the perceived threat thereof
 - Damage or the perceived threat to damage School buildings, students and/or staff and/or their property
 - Any activity involving the unauthorised use of drugs or alcohol
 - Any activity deemed disruptive to the proper running of the College such as but not limited to the setting off of fire alarms without just cause or the refusal to obey a reasonable request by a member of staff.
 - Breaches of College policies with particular reference to Harassment/ Bullying, Equal Opportunities, Health & Safety.
 - The details indicated in the Code of Conduct confirms students are expected to do their part to uphold the name and reputation of the school, the rights of their

fellow classmates and those that work to ensure they maximise on their student experience. Failure to comply with the Code of Conduct on or off premises could still lead to suspension if it would, or could possibly bring the name of the College into disrepute or impact on any member of staff or student or have an adverse effect on their well-being.

- b) Where a student has been asked to leave the premises by a member of staff, the student should hand his/her ID card to that member of staff. The member of staff will inform the student that they can only return to the College when they have received written permission to do so from the Registrar. The member of staff must inform an AR of their actions within 1 School working day of the student being asked to leave the premises. The AR must then consider the facts as presented and either confirm or terminate the suspension. In doing so, the AR must confirm or terminate the suspension to the student, in writing, within five College working days of the day on which the student was asked to leave the premises, explaining why the suspension has taken place. The suspension will be reviewed every 7 days pending consideration of the substantive case by a Disciplinary Panel.
- c) Where a suspended student requires access to the College in order to prepare reports, gather evidence or obtain witness statements in respect of the disciplinary meeting, such access can be authorised by telephone by the AR. In such circumstances, the student would be required to identify and confirm in writing to the AR the times at which they need access to the College and to sign in and out at reception.
- d) Neither of these processes, i.e. a member of staff asking a student to leave the premises or the issuing of a letter of suspension, is to be seen as any indication of the eventual outcome of the investigation.
- e) The procedures that are subsequently followed are those outlined under Investigation and Meeting by the Disciplinary Panel.
- f) If, during the investigation of the allegations, evidence comes to light to suggest that the suspension of a student (not previously suspended) is appropriate, the IO can make a recommendation to the AR to suspend the student. This is without prejudice to the subsequent investigations and meeting. If the AR accepts the recommendation of the IO and suspends the student, the AR must confirm the suspension to the student, in writing, within 5 School working days of the day. The student will be given an opportunity to make representations to the AR against any such suspension. Where such suspension takes place paragraphs 7 (b) and 7 (c) above will apply.

8. Investigation

The person(s) undertaking the investigation will be required to report their findings to a Disciplinary Panel, and therefore that person(s) cannot be a member of the Disciplinary Panel. Any contravention of this will automatically provide a student with a successful right of appeal. The investigation should include, but is not limited to:

- a) An examination of all documentary evidence.

- Interviews with all witnesses. Written, and where possible, signed statements should be taken from all witnesses
 - An interview with the student against whom allegations have been made.
- b) If the student, against whom the allegations are made, fails to attend an interview, this will not be held against them at a subsequent disciplinary meeting. At the conclusion of the investigation, the IO will submit a report, to an AR who will then convene, where appropriate, a disciplinary meeting. This report will be copied to the student no less than 5 School working days prior to the meeting.

9. Meeting of the Disciplinary Panel

The ARs have delegated authority from the Registrar to:

- i. Convene a disciplinary panel;
- ii. Suspend students pending a disciplinary meeting (see procedure for suspension above point 7);
- iii. Implement the outcomes determined by the disciplinary panel.

The possible outcomes from a disciplinary meeting based on facts provided can be:

- i. The allegation(s) is/are not proved
- ii. The allegation(s) is/are not proved, however, conditions are attached to continued study at the School
- iii. The allegation(s) is/are proved and an informal reprimand is issued
- iv. The allegation(s) is/are proved and a verbal warning is issued
- v. The allegation(s) is/are proved and a written warning is issued
- vi. The allegation(s) is/are proved and a final written warning is issued
- vii. The allegation(s) is/are proved and the student is excluded from the College for either a fixed period of time or until such time as the Registrar gives written permission for the student to return to the College and/or re-enrol on a programme for which they meet academic requirements.
- viii. The allegation(s) is/are proved and the student is excluded from the College permanently. This exclusion may need to be communicated to other parties such as but not limited to: UKVI, Professional Bodies, validating universities and partners.

The Panel, in reaching its decision, will determine the period of time during which the outcome is to be effective. For example, the Panel may determine that a written warning will be effective for a period of six months from the date of the disciplinary meeting.

The Panel also has the discretion to attach conditions to its decision e.g. restrictions on access to the College provided that this does not interfere with the student's programme of study, or as per the requirements detailed in 7 (c), or, the student must meet requirements for attendance or timescales for submission of academic work.

The Panel will designate a person, who has not previously been involved in the proceedings, to monitor the student's compliance with the conditions imposed. Again, the Panel will determine the period of time during which the conditions are to be effective. Failure to comply with these conditions may result in further disciplinary measures being taken or the time-scales involved being extended.

The student or his/her representative should be allowed an opportunity where a case is proved, to make a plea of mitigation.

Any conditions attached will be monitored by the person designated by the disciplinary panel. Failure by the student to adhere to and meet disciplinary conditions will result in a written warning being issued communicating that unless these conditions are complied with, further disciplinary action will ensue.

10. Student Disciplinary Panel

A Disciplinary Panel will be chaired by the AR. The AR must not have been previously involved in the investigation but could have been the recipient of the original allegations.

To convene a disciplinary meeting the AR will send a letter, by recorded delivery, to the student against whom the allegations are made, to the address held by the College at that time, informing him/her that a disciplinary meeting will take place.

The letter will include the following details:-

- the date, time and venue of the meeting
- the membership of the Disciplinary Panel which will consist of:
- the AR as Chairman (or another appropriate person)
two other independent member of staff, designated by the AR, who has not previously been involved with either the student or the disciplinary process.
- a full list of the allegations made
- copies of all documentary evidence and witness statements
- a copy of the Student Disciplinary Procedures
- notification of the student's right to be accompanied at the disciplinary meeting by one of the following: a parent, relative, friend, or their personal tutor. It is the responsibility of the student to arrange to be accompanied at the meeting by one of the people listed above. The student must notify the AR of any representative they will have at the meeting, at least 2 College working days in advance of the meeting taking place.
- a request that the student inform the AR of the names of any witnesses and/or provide copies of any documentary evidence they will be using in order that sufficient time be allowed to set up a fair and adequate meeting.
- No member of the Panel will discuss the allegations or any information related thereto, with the Investigating Officer or any other party involved in the meeting, prior to the meeting taking place.

The meeting will consider:

- the report from the Investigating Officer
- the representations, both oral and written, or the student or student's representative where possible, verbal evidence from individual witnesses documentary evidence arising from the investigation
- A member of the panel should retain notes of any evidence presented.
- At the disciplinary meeting, the student under investigation has the right to respond to the report and evidence submitted by the Investigating Officer, and, ask relevant questions.

The student has the right to present a report/statement of their response to the allegations, submit evidence and call witnesses. The student may request that their report/statement and evidence is presented by their representative. Any reports or statements to be submitted by the student should be sent to the AR at least 2 School working days prior to the meeting.

The Investigating Officer has the right to respond to the report and evidence submitted by the student, and, ask questions of both the student and any witnesses that are called.

The Disciplinary Panel will have the right to ask questions of all parties.

At all times, the procedures followed should be transparent and at no stage should any of the parties be allowed access to the Disciplinary Panel without the other party being present. After considering all the evidence, the Disciplinary Panel will deliberate in private and reach a decision based on the balance of probabilities. This decision and any consequent outcomes must be communicated to both parties either:-

- verbally at the conclusion of the Disciplinary Meeting and confirmed, in writing, within five College working days or
- in writing, no later than five School working days after the meeting.

A suspended student will be informed at the conclusion of the Disciplinary Meeting that they remain suspended until they receive a letter informing them of the outcome of the Meeting.

If the allegation(s) is/are proved, the above letter must inform the student of their right to appeal against the decision within 10 College working days of the date of the letter. The student is sent a copy of the Student Disciplinary Appeals Procedure.

The proceedings and outcome of the Disciplinary Meeting will be documented by the AR within five School working days from the date of the meeting and a copy should be placed on the student's personal file.

11 STUDENT DISCIPLINARY APPEALS PROCEDURE

1. Purpose

To hear appeals from students against the decisions of any disciplinary panel on the grounds referred to in paragraph 2.1.

2. Procedure

Grounds for Appeal the student needs to provide:-

- Evidence that the judgement of at least one member of the panel at the disciplinary meeting was impaired
 - Evidence that the previous disciplinary meeting was not conducted according to procedures
 - Emergence, since the first meeting, of relevant new evidence
 - Plea for leniency, based on past performance and behaviour
- An appeal must be received within 10 College working days from the date of the letter informing the student of the outcome of the Disciplinary Meeting. A student must give notice of the appeal, in writing, to the nominated senior member of staff, stating their grounds for the appeal.
 - The senior member of staff will convene a meeting of the Student Disciplinary Appeals Panel, within 10 College working days of receipt of the grounds of appeal. The student will then be informed of the date of the appeal meeting and the names of the Appeal Panel members. The student will be sent a copy of the Student Disciplinary Appeals Procedure.
 - The Appeal Panel will comprise 3 members with no prior involvement in the case.
 - The student will be informed that he/she may be represented or accompanied at the appeal meeting by one of the following: a parent, relative, friend or personal tutor. The Student must notify the AR, at least 2 School working days in advance of the meeting, of any representative they will have at the meeting.
 - The student should submit any documentary evidence they wish to be considered at the meeting to the senior member of staff at least 2 College working days prior to the meeting.
 - The student, members of the Student Disciplinary Appeals Panel and the AR (Chairman of the Student Disciplinary Meeting) will have details of preceding disciplinary meetings, including copies correspondence, investigative reports and witness statements.
 - At the commencement of the appeal meeting, the student will be asked to explain the grounds for their appeal and state his/her case, which must relate to at least one of the grounds for appeal. Witnesses will not normally be asked to attend appeal

meetings except in relation to any relevant new evidence which has come to light since the decision of the Student Disciplinary Panel was made.

- viii. The AR (Chairman of the Student Disciplinary Meeting) will attend the appeal, and will be asked to respond to the appeal and explain the reasons for the decision of the Student Disciplinary Panel.

The Student Disciplinary Appeals Panel may reach the following conclusions:-

- Uphold the decision of the Student Disciplinary Meeting
- Overturn the decision of the Student Disciplinary Meeting
- Amend the decision of the Student Disciplinary Meeting (the Panel may impose a greater sanction against the student than that determined by the Student Disciplinary Panel).
- Remit the matter back for a new disciplinary panel to re-hear the case.

- Request further information before reaching one of the conclusions above. In such circumstances, the appeal may be adjourned for a maximum of 10 College working days. Any further information obtained will be made available to the student at least 2 College working days prior to the adjourned meeting.

The proceedings and outcome of the Disciplinary Appeal Meeting will be documented by the Chairman of the Student Disciplinary Appeals Panel, within 5 College working days from the date of the meeting. This report should then be copied to the relevant Director, the Chairman of the Disciplinary Panel and a copy should be placed on the student's personal record.

The decision of the Student Disciplinary Appeals Panel must be communicated to the student and the AR, in writing, within 5 College working days of the date of the appeal meeting. The decision of the Appeals Panel is final, there will be no further appeal mechanism within the College.

If a student is still not satisfied with the result received from the DP and meet the relevant criteria, they can apply to the Office of the Independent Adjudicator (OIA) – they can request a form from the Student Services Counter or go direct to the OIA web site. www.oiahe.org.uk

3. Composition of the Students Disciplinary Appeals Panel

The Panel will consist of:

- i. The Chairman,
- ii. a nominated senior member of staff
- iii. An additional senior member of staff not previously involved in the case

4. Notes

All appeal meetings will be noted by an independent member of staff of the School and agreed by the Chairman of the Appeal Panel as being accurate.

5. Timing

With the exception of the time allowed for lodging an appeal, time periods stated in this Procedure are for guidance and may be varied with the agreement of both parties, if it is not practicable to adhere to them. Written notice of any such variation will be given.

Student Complaint	
Version Number	V 3.5
Version Date	10 June 2016
Name of Developer/Reviewer	Dr Tommie Anderson-Jacquest
Policy Owner(School/Centre/Unit	Quality Department
Person responsible for implementation (Post holder)	Dean of Quality, Standards & Research
Approving Committee/Board	Academic Board
Date approved	
Effective From	
Dissemination method (e.g. website)	College website; college student handbook; staff handbook; QAE Handbook
Date of next review	
Reviewing Committee	Academic Board/Senior Management Team - Working groups or other as designated
Consultation History Individuals groups consulted with dates	Drafts of the policy have been considered by: Senior Management Team Members Academic Board Members