



PROCESS FOR MONITORING AND REVIEWING STUDENT COMPLAINTS

Maintained by:	Student Complaints Officer
Owned By:	Student Complaints Office (Student Services)
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Minor Amendment to Version 1.1 on 28 September 2015	Change of staff for reporting of complaint outcomes from Deputy Chief Operating Officer to the Academic Registrar.

Process for recording, reporting and monitoring complaints

Introduction

Valuable feedback is obtained through the consideration and resolution of formal complaints considered under the University's Complaints Procedure and complaints submitted to and outcomes received from the [Office of the Independent Adjudicator for Higher Education, \(OIA\)](#). This allows the University to identify opportunities to improve its provision for students.

In devising this process, we have taken into account the provisions of:

- The [Good Practice Framework for Handling Complaints and Academic Appeals](#) published by the [OIA](#) in December 2014;
- [Chapter B9 of the UK Quality Code for Higher Education](#) published by the [Quality Assurance Agency for Higher Education \(QAA\)](#) in April 2013.

Recording

1. The Student Complaints Officer records on the University's database of complaints:
 - Stage 2 and Stage 3 complaints; and
 - Cases submitted to and outcomes received from the OIA.
2. For operational and tracking purposes, the Student Complaints Officer also records on a separate spreadsheet:
 - Stage 2 and Stage 3 complaints; and
 - Cases submitted to and outcomes received from the OIA.

Reporting

3. The information collated on the database and the spreadsheet is used to produce an Annual Report on Complaints for Senate and Council. The Annual Report sets out:
 - Key features of the Stage 2 and Stage 3 Complaints completed in the previous calendar year, together with the outcomes / recommendations and the changes made to implement the recommendations; and
 - Information on the complaints submitted to, and outcomes received from, the OIA.

Officers from the Union of Brunel Students, (UBS) are members of Senate and therefore have a full opportunity to scrutinise the Annual Report.

4. Where recommendations are made as part of the outcome of a stage 2 or stage 3 complaint, the Student Complaints Officer reports the outcome and recommendations to the Vice Dean (Education) in the relevant College and/or Head of University Service and the Academic Registrar.
5. The Student Complaints Officer reports the outcome and recommendations of all OIA complaints to:
 - The Vice Chancellor
 - The Chief Operating Officer
 - The Academic Registrar
 - Secretary to Council
 - The Vice Dean (Education) in the relevant College and/or Head of University Service

Where appropriate, the outcome and recommendations are also reported to other members of staff by the Student Complaints Officer and the Academic Registrar will report the outcome and recommendations to the Executive Board to be noted.

Monitoring

6. To ensure compliance with decisions, the Student Complaints Officer monitors the implementation of recommendations relating to the outcome of:
 - Stage 2 and stage 3 complaints; and
 - OIA complaints.

Raising awareness

7. To ensure transparency and build confidence in the University's Complaints Procedure, appropriately redacted and anonymised case summaries in respect of a selection of OIA complaint outcomes and recommendations are provided annually to:
 - the Advice & Representation Centre in the Union of Brunel Students to share with ARC advice workers and Student Union Officers; and
 - Associate Deans (Quality Assurance), Vice Deans (Education) and College Education Managers to disseminate within their Colleges amongst staff and students.

8. Case examples will also be used as part of the training of staff in complaints handling under the Complaints Procedure.