



Student Complaint Procedure

Academic year 2026/27

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1. Introduction and scope

- 1.1. UHE (UK) seeks to provide a student experience that enriches and supports students, values student feedback and delivers high quality educational and support services. UHE (UK) recognises that students may, on occasion, be dissatisfied with an action, lack of action, standard of service or other aspect of their UHE (UK) experience.
- 1.2. UHE (UK) welcomes complaints as an important source of student feedback and as a mechanism for remedying dissatisfaction at the earliest appropriate opportunity. Students are encouraged to raise concerns promptly through early resolution wherever possible, before matters deteriorate or escalate. Where early resolution does not provide the required or expected outcome, or where the matter is so serious that early resolution is unsuitable, a formal complaint may be submitted under this procedure.
- 1.3. Students are entitled to raise concerns and complaints without fear of reprisal, victimisation or disadvantage, provided the complaint is made in good faith. UHE (UK) will deal with complaints fairly, seriously, transparently, promptly and impartially, and will respect confidentiality and data protection requirements.
- 1.4. UHE (UK) reserves the right to vary the operation of this procedure where this is necessary in the interests of fairness, on health and safety grounds, or to make reasonable adjustments under relevant equality legislation.
- 1.5. This procedure applies to complaints made by students on programmes at any level of study at UHE (UK)
- 1.6. This procedure also applies to students who have recently graduated or been suspended, excluded, withdrawn or expelled from a programme of study delivered at UHE (UK) and who submit a complaint within three months of the date of graduation, suspension, exclusion, withdrawal or expulsion. Complaints made outside of this three month period will usually not be considered under this procedure.
- 1.7. UHE (UK) will not normally accept anonymous complaints because anonymity may prevent a fair and thorough investigation. Where a complainant wishes to remain anonymous, the campus may take action in respect of the matters raised, but the matter will not normally be considered a complaint under this procedure.
- 1.8. Where a group of students wishes to make a complaint, the group must nominate one student to act as the main point of contact. UHE (UK) will normally require written authority from each student in the group, along with their student numbers, confirming that the nominated student may act as the conduit for correspondence and information. The procedure will apply only to the students named in the group complaint.
- 1.9. Students may seek independent advice and support from the Students' Union and may also seek support from relevant UHE (UK) services. Where a student is unsure which policy or procedure applies, they should seek advice from the relevant programme leader, student support team
- 1.10. The procedure is intended to be consistent with the Office of the Independent Adjudicator for Higher Education Good Practice Framework and the UK Quality Code principle that complaints and appeals processes should be fair, transparent, accessible, clearly articulated to staff and students, regularly reviewed and used to enhance provision and the student experience.

2. Definition and matters covered

- 2.1. For the purposes of this policy and procedure, a complaint is defined as an expression of dissatisfaction by one or more students about UHE (UK)'s action or lack of action, or about the standard of service provided by or on behalf of UHE (UK).
- 2.2. A complaint will usually seek a remedy, redress or recompense. Where a student wishes

to bring a matter to the campus' attention for the purpose of general improvement, feedback or suggestion channels may be more appropriate.

2.3. Examples of matters that may be considered under this procedure include:

- failure by UHE (UK) to meet its obligations, including obligations set out in programme documentation, published information or the student contract;
- misleading, inaccurate or incomplete information in prospectuses, promotional materials or other information provided by UHE (UK);
- concerns about the delivery of a programme, including teaching, administration, supervision, academic feedback, assessment submission arrangements, scheduling of teaching activities, or the quantity or quality of academic supervision or tuition;
- poor quality, insufficiency or maintenance of facilities, learning resources or services provided by UHE (UK);
- dissatisfaction with the level or availability of pastoral or student support services;
- complaints involving other organisations or contractors providing services on behalf of UHE (UK), where the campus is the appropriate complaint route;
- placement-related complaints where the issue relates to a matter for which UHE (UK) has responsibility or involvement; and
- any other aspect of their UHE (UK) experience.

2.4. Complaints about placements will be considered by reference to the organisation responsible for the incident or matter complained about and the relevant placement, employer or partner agreement. A student who is unsure whether UHE (UK) or the employer or placement provider is responsible should seek guidance from the relevant programme leader or other designated UHE (UK) contact.

3. Matters excluded or handled under other procedures

3.1. Some matters may be more appropriately considered under another UHE (UK) policy or procedure. Where a complaint is submitted that would be more appropriately considered elsewhere, the student will be advised of the appropriate route. Where necessary, UHE (UK) may refer all or part of the matter to the relevant procedure or department.

3.2. The following matters will normally be excluded from this procedure or handled under the relevant separate procedure:

- academic appeals or concerns about decisions made by academic bodies regarding progression, assessment, examinations, classification or award;
- academic misconduct matters;
- student disciplinary matters;
- fitness to practice matters;
- fitness to study, health, wellbeing or support-to-study matters;
- bullying, harassment, victimisation, dignity and respect, equality and diversity, or sexual violence matters where a dedicated policy applies;
- research misconduct matters;
- staff grievances or staff employment complaints;
- staff disciplinary matters, where the matter requires consideration under staff procedures;
- data protection requests or subject access requests, except where the complaint concerns the handling of a related service issue; and
- complaints from members of the public or staff, unless the relevant institutional procedure expressly permits consideration under this policy.

- 3.3. There is no ground for complaint or appeal on a matter of academic judgment. Academic judgment means a judgment made about a matter where only the opinion of an academic expert will suffice. Examples may include judgments about assessment, degree classification, professional suitability, research methodology, learning outcomes and how to teach a particular course.
- 3.4. Where a student submits both a complaint and an academic appeal in relation to the same matter, the investigation and response to the academic appeal will normally take precedence. If the student remains dissatisfied with matters that can properly be considered as a complaint after the appeal outcome, the complaint may then be considered under this procedure.
- 3.5. Complaints and appeals about the admissions process are covered under the OIEG Admissions Complaints and Appeals Policy and Procedures and are excluded from consideration under the Student Complaints Procedure.
- 3.6. Where an alternative policy (such as a Human Resources policy) is determined to be the appropriate mechanism to investigate the matter, the student(s) raising the complaint shall normally be advised of the outcome of the investigation insofar as it pertains to the complaint raised and where data protection and confidentiality considerations allow.
- 3.7. Where a complaint relates in whole or in part to matters that may require action under another procedure, UHE (UK) may separate the issues and continue to investigate those aspects that can be addressed under this procedure without prejudicing the other process. The student will be kept informed of the status of their complaint, subject to data protection, confidentiality and procedural fairness.

4. General principles

- 4.1. UHE (UK) intends this procedure to be simple, clear and fair to all parties involved. In handling student complaints, the campus will:
 - be sensitive, courteous and respectful to all parties;
 - treat complaints with appropriate seriousness;
 - deal with complaints as promptly as the circumstances allow;
 - ensure that students are not disadvantaged because they have submitted a genuine complaint in good faith;
 - handle complaints confidentially and in accordance with data protection requirements, disclosing information only where necessary to investigate, respond to or resolve the complaint;
 - ensure that any individual named in a complaint is given a fair opportunity to respond;
 - ensure that complaints are considered by staff who are impartial and have not had inappropriate prior involvement in the matter;
 - consider and respond to all substantive aspects of the complaint; and
 - provide clear reasons for decisions and, where appropriate, identify remedies, redress or actions for improvement.
- 4.2. Feedback and learning from complaints may be shared with faculties, professional services, committees or relevant departments to improve the student experience, subject to confidentiality and data protection requirements.
- 4.3. Where there is evidence that a complaint is frivolous, vexatious, malicious, spurious or brought for an improper purpose, UHE (UK) may reject the complaint. UHE (UK) may also take action under the Student Disciplinary Procedure where a complaint appears to be harassing, malicious or an abuse of process.
- 4.4. A complaint may also be rejected where it seeks to unlawfully restrict freedom of speech,

where supporting evidence is unreasonably withheld, or where the complaint is out of time without an accepted good reason.

- 4.5. For formal complaints and review-stage matters, the relevant casework or complaints team will be responsible for keeping the parties updated on progress, paying due regard to data protection and confidentiality.

5. Timescales for submitting complaints

- 5.1. Students should raise concerns as soon as possible and ideally within ten working days after the incident, last act or omission giving rise to the complaint. The earlier a matter is raised, the easier it is likely to be to investigate and resolve.
- 5.2. Informal concerns which are raised after one calendar month that the incident occurred will normally be deemed to be out of time and will not be considered unless the student provides a good reason, supported by evidence, for the delay.
- 5.3. A formal complaint should be submitted within one calendar month of the end of the Early Resolution Stage or within one calendar month of the incident, last act or omission. The Academic Services Team will acknowledge the complaint and notify the complainant of how the complaint will be taken forward within seven working days.
- 5.4. A Review Stage request should be submitted within ten working days of the Formal Stage outcome letter. The Academic Services Team will acknowledge the request within seven working days and the student should normally expect a written Review Stage outcome within one calendar month.
- 5.5. Late submissions will normally be considered only where the student provides a good reason or exceptional circumstances supported by evidence. UHE (UK) will determine whether the reason for delay is acceptable.
- 5.6. UHE (UK) endeavours to address and resolve all complaints within three months of the Formal Stage being initiated by a student. Where a deadline for completing an investigation or review cannot be met because of the complexity of the case or another good reason, the student will be informed of the progress of the case, the reason for the delay and the revised expected date for a formal response.

6. Student complaints procedure

6.1. Procedure overview

The Student Complaints Procedure has three internal stages:

- Stage 1: Early Resolution, which seeks resolution at the local point where the issue arose before it escalates into a formal complaint;
- Stage 2: Formal Stage Complaint, in which the complaint is formally screened, investigated where accepted, and a formal written outcome is issued; and
- Stage 3: Review Process, in which a formal review of the Stage 2 outcome or relevant rejection decision is undertaken on specified grounds.
- Students should normally complete Stage 1 before submitting a Stage 2 complaint unless the matter is of such seriousness or nature that Early Resolution is unsuitable.

6.2. Stage 1 - Early Resolution

- 6.2.1. Most concerns are expected to be capable of resolution informally. Students should first seek resolution through local channels, which may include Student Representatives, programme boards, discussions with an academic guidance tutor, the relevant tutor, module leader, programme leader, supervisor, campus directorate, student support, or other member of staff best placed to resolve the issue.
- 6.2.2. A concern may be raised orally or in writing. The matter will usually be dealt with by

discussion, including by appropriate alternative means for distance learning students. The member of staff receiving the concern may seek information from other staff or undertake routine enquiries in order to resolve the matter promptly.

- 6.2.3. If the member of staff first contacted is not the appropriate person to consider the concern, they should refer or signpost the student to the appropriate member of staff or service.
- 6.2.4. Where exceptional circumstances mean that a student feels unable to contact the member of staff most closely aligned with the issue, the student may contact another appropriate member of staff in the same department, campus or service. Where possible, that member of staff should seek to resolve the concern informally with the student or signpost the student appropriately.
- 6.2.5. Potential outcomes at Early Resolution may include providing more information, providing an explanation, giving an apology where appropriate, expressing empathy and understanding where no practical solution is available, agreeing local action, or engaging mediation where suitable.
- 6.2.6. Faculties and academic services should maintain a record or log of complaints considered at Early Resolution.
- 6.2.7. While no timescales are prescribed, it is expected that consideration of complaints raised at the Early Resolution Stage will be completed within two weeks of the issue being raised.
- 6.2.8. If the concern is not satisfactorily resolved at Early Resolution, and the student wishes to continue under this procedure, the student may submit a Stage 2 Formal Stage Complaint.

6.3. Stage 2 - Formal Stage Complaint

- 6.3.1. A student who wishes to proceed to Stage 2 must submit a written complaint to the Academic Services team to academicquality@oxfordinternational.com
- 6.3.2. The complaint should set out:
 - the reasons for the complaint and the issues to be investigated;
 - what the student has done to seek Early Resolution, the response or resolution received and why that response or resolution is considered inadequate;
 - where Early Resolution was not attempted, why the matter was considered unsuitable for Early Resolution;
 - the supporting evidence on which the student wishes to rely;
 - the remedy, redress or outcome sought; and
 - the student's contact details and any relevant accessibility or reasonable adjustment requests.
- 6.3.3. On receipt of a Stage 2 complaint, Academic Services will acknowledge receipt and notify the student how the complaint will be taken forward, subject to the unresolved deadline and acknowledgement-period decisions identified in section 5.
- 6.3.4. In deciding whether and how the complaint should be considered, UHE (UK) may consider:
 - whether the complaint has been brought within the applicable time limit and, if not, whether the student has provided an accepted good reason supported by evidence;
 - whether informal routes of resolution have been exhausted or whether Early Resolution should be attempted first;
 - whether this procedure is the appropriate route or whether another policy or procedure

should apply;

- whether the complaint is in the required format and includes sufficient information and evidence to permit fair consideration;
- whether supporting evidence has been unreasonably withheld;
- whether there is evidence that the complaint is spurious, frivolous, vexatious, malicious, harassing or an abuse of process; and
- whether the complaint seeks to unlawfully restrict freedom of speech.

6.3.5. Following initial consideration, UHE (UK) may decide to:

- accept the complaint for investigation under this procedure and appoint an investigator or Investigating Officer;
- refer all or part of the matter to another policy, procedure, person or department;
- refer the student back to Early Resolution and signpost appropriate staff or services;
- request further information or evidence where necessary and proportionate; or
- reject the complaint and provide reasons for doing so.

6.3.6. Where the complaint is rejected, the Academic Services team will write to the complainant, setting out the reasons for the decision and the student will be given details of the Stage 3 Review Process.

6.3.7. Complaints will not normally be accepted by third parties, such as relatives or solicitors. A student may be supported or accompanied as set out in section 10.

6.3.8. Where the complaint concerns the work of the person who would normally oversee the Formal Stage, another appropriate member of staff should be assigned to oversee the stage.

6.3.9. The academic services team will appoint an investigator, normally an individual within the institution with sufficient seniority and impartiality. In exceptional circumstances, it may be necessary to appoint an investigator from outside of UHE (UK).

6.3.10. The investigator will undertake an investigation into the complaint. This may include reviewing documents, correspondence, records and relevant policies; obtaining information from relevant staff or services; seeking specialist advice; and interviewing or meeting individuals who may assist with establishing the facts or responding to the complaint.

6.3.11. Where the investigator seeks to meet the complainant or another person face to face, the person should normally be given at least two working days' notice of the meeting and may be accompanied as set out in section 10.

6.3.12. If, during an investigation, the investigator considers that all or part of the complaint may require referral under the Student Disciplinary Procedure, Staff Disciplinary Policy and Procedure or another procedure, the investigator should refer the matter back to the relevant casework or complaints lead, who will liaise with the appropriate UHE (UK) staff member and notify the complainant of the status of their complaint, subject to confidentiality and data protection requirements.

6.3.13. If, during an investigation, the investigator considers that the complaint may be malicious, vexatious, frivolous, harassing or an abuse of process, the matter should be referred back to the relevant casework or complaints lead to consider rejection and whether any referral under the Student Disciplinary Procedure is appropriate.

6.3.14. A complainant should normally expect a written outcome at the Formal Stage within one calendar month of the submission of the complaint. Where this timescale will be exceeded, the Investigating Officer should notify the Academic Services Team of the reasons for delay and expected completion date; the Academic Services Team will notify the complainant of the revised timescale.

- 6.3.15. The Investigating Officer will provide a written report setting out the scope, outcomes and reasons. The Investigating Officer may find the complaint justified, not justified or partly justified and identify a course of action in remedy or redress. The Academic Services Team will provide a written response and append the Investigating Officer's report to the outcome letter.
- 6.3.16. The Formal Stage outcome letter should set out the outcome of the complaint, the reasons for the decision, any remedy or redress offered, any action to be taken by UHE (UK), and how the student may request a review of the decision and the grounds on which they may do so. The Formal Stage concludes when the written outcome letter is sent to the student.

6.4. Stage 3 - Review Process

- 6.4.1. A student who is dissatisfied with the Formal Stage outcome, or with a relevant decision not to accept the complaint for consideration, may request a review. The Review Stage will not normally consider the issues afresh or involve a wholly new investigation. The complaint must normally have been considered and concluded at the Formal Stage before it can be escalated to the Review Stage, unless the review concerns a decision not to accept the Formal Stage complaint.
- 6.4.2. A Review Stage request must be made in writing, subject to the unresolved time limits in section 5. The request must identify the ground or grounds for review, explain why each ground applies, include relevant evidence, include copies of documentation provided at the Formal Stage where required, and identify the outcome sought.
- 6.4.3. The permissible grounds for review are:
 - there was a material procedural irregularity, clear breach of due process or irregularity in the operation of the procedure at the Formal Stage which demonstrably affected the outcome or disadvantaged the complainant;
 - the Formal Stage outcome was unreasonable given the facts or, on the facts available at the Formal Stage, the decision and outcome were not reasonable; and
 - material new evidence has become available which the student was unable, for valid and evidenced reasons, to provide earlier and which would have materially affected the Formal Stage outcome.
- 6.4.4. Late Review Stage requests will normally be dismissed or rejected unless the student provides a good reason or exceptional circumstances supported by evidence. UHE (UK) will determine whether the reason for delay is acceptable.
- 6.4.5. A Review Stage request may be rejected where it is late without accepted good reason, where no sufficient grounds are given for review, or where the request relates entirely to new matters that were not raised at the Formal Stage. Where the request relates entirely to new matters, the student may be referred to the Formal Stage if appropriate.
- 6.4.6. Requests to invoke the Review Stage should be made in writing to the Academic Services Team. Where the Review Stage is granted, the Academic Services Team will arrange for the matter to be considered by a Review Officer, who will be a member of staff of appropriate seniority, who has not been involved in the informal and formal investigation stages.
- 6.4.7. Where the Review Stage is granted, the reviewer will consider the Review Stage request and the relevant Formal Stage material. The form of the review is at the discretion of the reviewer but may include discussion with the complainant or other relevant persons and specialist advice from relevant UHE (UK) staff. The reviewer will not normally conduct a wholly new investigation into the original complaint.
- 6.4.8. Where the reviewer seeks to meet the complainant or another person face to face, the

person should normally be given at least two working days' notice of the meeting and may be accompanied as set out in section 10.

- 6.4.9. At the conclusion of the review, the reviewer should provide a written report or outcome setting out the scope of the review, the decision, the reasons for the decision, and any remedy, redress, further investigation or alternative resolution proposed.
- 6.4.10. The Academic Services Team will provide the complainant with a written response outlining the outcome of the Review Stage complaint and any remedy or redress offered. The outcome of the Review Stage may uphold the complaint, partially uphold the complaint, reject the complaint, uphold or overturn the Formal Stage outcome, refer the complaint for further investigation or propose an alternative resolution. The Review Officer's report will be appended to the outcome letter. A Completion of Procedures Letter will be issued at this point. This formal written response concludes the Stage 3 Review Process and is the final stage of the complaints procedure, subject to the unresolved Completion of Procedures provisions in section 7.

7. External review: Office of the Independent Adjudicator for Higher Education

- 7.1. UHE (UK) subscribes to the independent scheme for the review of student complaints operated by the Office of the Independent Adjudicator for Higher Education (OIA). Where a student is dissatisfied with the final outcome of the campus' internal procedure, or with a decision not to allow the Formal or Review Stage to proceed, the student may be able to apply to the OIA, provided the complaint is eligible under the OIA's rules.
- 7.2. To bring a complaint to the OIA, the student will normally require a Completion of Procedures letter showing that the campus' internal procedures have been exhausted. The student must submit any complaint to the OIA within the timescale set by the OIA (12 months from the date of the campus' final decision)
- 7.3. Completion of Procedures letters will be issued where the Formal Stage has been rejected, the Review Stage has been rejected, the Review Stage has been completed, or where a student does not request the Review Stage but requests a Completion of Procedures letter, in which case the letter will state that the student has not completed internal processes.
- 7.4. Students should be directed to OIA guidance on eligibility and submission requirements and may seek independent advice from the Students' Union or other appropriate advice service.

8. Collaborative partners and placements

- 8.1. Students studying at UHE (UK) where their programme is validated by a partner institution or organisations should follow this UHE (UK) complaints procedure in the first instance.
- 8.2. Complaints relating solely to the actions or provision of a placement provider should normally be addressed through the placement provider's complaints scheme in the first instance. Complaints involving placements will be routed according to which organisation has responsibility for the incident or matter complained about and in accordance with the relevant agreement.

9. Monitoring and review

- 9.1. The College Manager or their delegate are responsible for maintaining a log of complaints considered at Early Resolution, in accordance with guidance issued by the Academic Services Team, and for providing that information for monitoring purposes.
- 9.2. The Academic Services team is responsible for maintaining records relating to

complaints at the Formal and Review stages, subject to retention, confidentiality and data protection requirements.

- 9.3. UHE (UK) will monitor the operation of this procedure and use outcomes and learning from complaints to support enhancement of provision and the student experience.
- 9.4. An annual report on the operation of the Student Complaints Procedure will be provided to the Academic Standards Committee.
- 9.5. This policy should be reviewed by the policy owner by the stated review due date or earlier where required by changes in law, regulation, OIA guidance, institutional structure or operational need.

10. General protocols

10.1. Accompaniment and representation

- 10.1.1. A complainant is entitled to be accompanied or represented at stages of the procedure where a meeting is held. The Students' Union or Student Support team may provide a representative or adviser, and a student may normally be accompanied by a fellow student.
- 10.1.2. A student must not involve a paid advocate or legal representative in the Student Complaints Procedure unless UHE (UK) has expressly permitted this.
- 10.1.3. Members of staff who meet an investigator or reviewer as part of a complaint may be accompanied by a colleague or trade union representative.

10.2. Third-party, staff and public complaints

- 10.2.1. Complaints will not normally be accepted from third parties, including relatives or solicitors, unless the student has given valid authority and the campus agrees that third-party involvement is appropriate.
- 10.2.2. Complaints from members of staff of UHE (UK) will not normally be considered under this procedure and should be directed to the relevant staff grievance or resolution procedure. Complaints from members of the public will not normally be considered under this procedure and should be directed to the relevant public complaints route or Campus Director.

10.3. Data protection and confidentiality

- 10.3.1. UHE (UK) will handle personal data relating to complaints in accordance with data protection law and institutional data protection policies. Information will be disclosed only where necessary for fair investigation, response, resolution, legal compliance or institutional reporting.
- 10.3.2. Students are entitled to apply for access to their personal data in accordance with current data protection law and UHE (UK)'s policies and procedures. Applications should be made to the OIEG Data Protection Officer or the relevant institutional contact.

10.4. Alternative formats

- 10.4.1. To discuss receiving the document in an alternative format, please contact the Academic Services Team.

10.5. Document validity

- 10.5.1. This document can only be considered valid when viewed via the UHE (UK) website. If this document is printed into hard copy or saved to another location, you must check that the version number on your copy matches that of the one on the UHE (UK) website. Approved documents are valid for use after their approval date and remain in force beyond any expiry of their review date until a new version is available.

Appendix A. Complaints process flow

1

Student is dissatisfied about a service, action or lack of action provided by or on behalf of UHE (UK)

2

Stage 1: Student seeks Early Resolution. If successful, the case is closed.

3

If the student is not satisfied, **Stage 2:** Student submits a Formal Stage complaint.

4

The casework or complaints team considers whether the complaint is in time, in the required format and within scope.

5

If accepted, the complaint is referred to an investigator or Investigating Officer for investigation. If rejected, a completion of procedures letter is issued.

6

The investigator drafts a report and proposed outcome or recommendation.

7

The casework or complaints lead communicates the outcome, remedies and next steps to the student.

8

If the student is satisfied, the case is closed.

9

If the student is not satisfied, **Stage 3:** Student requests a Review.

10

The Review may be rejected or granted. If granted, a Review Officer or reviewer is appointed and review consideration is undertaken. If rejected, a completion of procedures letter will be issued.

11

The Academic Services team lead communicates the review outcome, remedies and next steps to the student. A completion of procedures letter is issued following the close of the review stage.