

“ I want to complain about a staff member ”

How to...

# Use The Complaints Procedure

1.

The University tries to resolve the majority of issues that students have before it is necessary to enact the Formal Stage of the Complaints procedure. However, if you feel uncomfortable talking to the member of staff about it, or feel it may not change the situation/ make it worse, you are under no obligation to carry out this informal stage. If you have an issue with a University service, process or member of staff, you are given the option of highlighting it with the member of staff, or the person responsible for the process or service, first so that any possibility of a misunderstanding can be eliminated. If the complaint is about a staff member and you are feeling dissatisfied with this, then you should raise these concerns with a Senior member from their department (e.g. Head of School). Attempts will be made to solve the issue face to face, and you can request a conciliatory meeting by contacting the Governance, Compliance & Operations Manager ([matthew.pitts@bishopg.ac.uk](mailto:matthew.pitts@bishopg.ac.uk)). This informal stage will conclude with you being contacted in writing. If you feel that a satisfactory outcome has not been reached, then you should go to step 2.

2.

To continue pursuing a complaint, fill out a “Request for Formal Investigation Form” and send it to the Governance, Compliance and Operations Manager ([matthew.pitts@bishopg.ac.uk](mailto:matthew.pitts@bishopg.ac.uk)) within 21 days of the informal process ending. Use the above as evidence of resolution attempts and explain why you feel this hasn’t resolved your concerns. You are also asked to outline what outcome you desire from this process. You will then receive receipt of the complaint, and you will be notified that someone has been assigned to your case. They can proceed with the case in a number of ways, and they will notify you how they are doing so. This may include meeting with the Case Officer. In these instances you are allowed to be accompanied if you notify the Case Officer no later than 2 days in advance. This may be a friend, family member or a representative of the Students’ Union. The Case Officer can then do three things: 1) If they feel they’ve been able to Resolve the issue with you then the case will be concluded. 2) They can choose to uphold the complaint, and you will be notified about the chosen course of action. 3) If they feel that the Complaint is unfounded or malicious they can dismiss it completely.

3.

If your case was dismissed and you feel there were no clear reasons why; you feel the process was not followed correctly; new evidence has come to light; it was resolved but you are no longer content with that (within a month); or that the complaint was upheld but the outcome was unsatisfactory, you can undertake the Review Stage by writing to the Registrar and Secretary ([anne.jackson@bishopg.ac.uk](mailto:anne.jackson@bishopg.ac.uk)). If they deem the request for Review valid, they will assign it to a senior staff member who will either: Investigate the issue themselves; or instigate a Review panel to investigate. If they deem the request to be invalid, they will close the investigation. In all three circumstances, you will be notified of the outcome and the case will be closed.

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- If it is required that details of your complaint will be shared with any new members of staff, you will be notified of this.
- Malicious complaints, and those based on lies can result in the Student Disciplinary Procedure being undertaken against you.

