



## Procedure for Student Dignity Complaints about Staff

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| <b>Document name</b>       | Procedure for Student Dignity Complaints about Staff                            |
| <b>Subject</b>             | The University procedure for resolving student dignity complaints about staff.  |
| <b>Approving authority</b> | People and Culture Committee  |
| <b>Accountable person</b>  | Associate Director of Employee Relations  |
| <b>Responsible Team</b>    | Human Resources   |
| <b>First approved</b>      | July 2025   |
| <b>Last updated</b>        | This policy was first approved in July 2025 and came into effect in August 2025 |
| <b>Version number</b>      | V1.0  |
| <b>Review Frequency</b>    | 3 years   |

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## 1) Purpose

The [Dignity at Nottingham Policy](#) sets out the position of the University of Nottingham (“**University**”) in relation to bullying, harassment, discrimination, victimisation and sexual misconduct (“**Dignity**”), explaining, amongst other things, how the University will tackle these issues if they affect its community. This procedure adopts and applies the definitions of these terms as outlined in the Dignity at Nottingham Policy.

The aims of this procedure are to:

- Offer a transparent, accessible, and fair process for students to raise Dignity concerns and complaints about staff;
- Respond to concerns promptly and appropriately, with the aim of resolving issues as early and informally as possible, where appropriate;
- Provide guidance as to the correct handling of confidential information, in line with the University’s [data protection policy](#) and [privacy notice](#);
- Ensure both students and staff are treated with fairness, offered appropriate support, and kept informed throughout the process.

## 2) Scope

This procedure applies to all staff and students of the University of Nottingham UK.

It sets out how students can raise, and how the University will deal with, Dignity concerns and complaints about University staff.

Under this procedure, students can raise concerns and complaints if they have experienced issues related to Dignity arising from the behaviour of a member of University staff.

For the purposes of this procedure:

- “Students” refers to an individual from the point at which they are registered for study with the University of Nottingham, including the University of Nottingham Online. It covers all students studying at, living on, on placement at or visiting the UK campuses. It includes students at all levels of study (e.g. undergraduate, postgraduate, or on apprenticeship programmes), whether they are studying full-time, part time or as a distance learner and if they are registered as a University of Nottingham student but studying elsewhere (e.g. Lincoln Medical School). It also covers the Students’ Union (SU) Full Time Officers during their period of office. It encompasses students who have interrupted their studies, or who have been temporarily suspended, or excluded, or have their thesis pending or are in some other way still members of the University community.
- “Staff” refers to University employees and individuals engaged as workers by the University including associates.
- “Reporting Student” means a student who makes a Dignity complaint.
- “Responding Party” means the staff member who is the subject of a Dignity complaint.

This procedure does not apply to student Dignity concerns raised by students about other students; such cases should be addressed through the [Student Code of Conduct](#) (Non-academic). Similarly, Dignity concerns involving third parties should be addressed under the [Student Complaints Code of Practice](#).

The University will endeavour to complete its consideration of a complaint under this procedure within 90 days from the date it first receives the complaint. However, there may be occasions where it takes longer than 90 days to deal fully with a complaint, for example, because of the complexity of the issues raised and/or the number of parties involved. In such cases, the University will keep all relevant parties apprised of progress and revised timescales.

### 3) Roles and responsibilities

| Role  | Responsibilities   |
|---|--|
| <b>Reporting Student</b>                                | <ul style="list-style-type: none"> <li>• Raise complaints promptly and in accordance with the purpose of this procedure</li> <li>• Maintain appropriate confidentiality throughout the process, in accordance with section 5.2 and avoid discussing the complaint with others, unless seeking personal support or advice</li> <li>• Engage in attempts at an informal resolution where reasonable and practicable</li> <li>• Attend scheduled meetings</li> </ul>  |
| <b>Responding Party</b>                                 | <ul style="list-style-type: none"> <li>• Maintain appropriate confidentiality throughout the process, in accordance with section 5.2 and avoid discussing the complaint with others, unless seeking personal support or advice</li> <li>• Engage in attempts at an informal resolution where reasonable and practicable</li> <li>• Attend scheduled meetings</li> <li>• Listen carefully and objectively to the concerns raised, and respect the perspective of the other person</li> <li>• Demonstrate a commitment to development by taking responsibility for personal behaviour and reflecting on its impact</li> </ul>  |
| <b>Independent manager/Head of School/Department</b>    | <ul style="list-style-type: none"> <li>• Make every effort to support students in resolving complaints informally in the first instance</li> <li>• Promote a positive culture, in which students feel able to raise issues which require resolution and in which it is recognised that no individual should be the subject of negative or detrimental treatment as a result of having made or responded to a complaint</li> <li>• Offer support to students who are raising complaints and Responding Parties</li> <li>• Protect the confidentiality of any party involved in any investigation within the confines of the process</li> <li>• Seek advice from Human Resources as required to support the application of this procedure</li> </ul> |
| <b>Human Resources (HR) - Employment Relations Team</b> | <ul style="list-style-type: none"> <li>• Offer impartial support and guidance to staff, students and managers on all stages of the procedure</li> <li>• Attend meetings and help to facilitate the process</li> <li>• Provide HR advice to Complaint Managers and Investigating</li> </ul>   |

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|  | <p>Officers</p> <ul style="list-style-type: none"> <li>• Provide managers with appropriate training in the application of this procedure</li> </ul>   |
| <b>Complaint Manager</b>                                 | <ul style="list-style-type: none"> <li>• Assess the best way to resolve the complaint and determine if informal resolution is reasonable and practicable</li> <li>• Ensure complaints are dealt with in a timely manner and that relevant parties are kept informed</li> <li>• Commission and oversee investigations, ensuring they are undertaken in line with the terms of reference (including timescales) and there is a thorough and impartial examination of the facts</li> <li>• Provide regular and appropriate updates to those involved in/affected by the process</li> <li>• Following an investigation, make decisions as to whether the case is substantiated and what further actions are necessary.</li> <li>• When appropriate identify useful learning from the situation, for the individual(s), their team and the wider organisation</li> <li>• Communicate investigation outcomes to relevant parties</li> </ul> |
| <b>Investigating Officer</b>                             | <ul style="list-style-type: none"> <li>• Undertake an investigation in line with the terms of reference and in a fair, thorough, and objective manner to get as much relevant information as possible</li> <li>• Establish the essential facts of the matter</li> <li>• Provide the Complaint Manager with updates on the investigation. An update is recommended at least every 2 weeks, provided that the investigation should be completed as soon as reasonably possible</li> <li>• Complete an Investigation Report for the Complaint Manager to review</li> </ul>   |
| <b>Trade Union Representative or Workplace Companion</b> | <ul style="list-style-type: none"> <li>• To support their member responding to a complaint.</li> <li>• Representatives or companions may present information on behalf of the staff member, however they may not answer questions on behalf of the staff member</li> </ul>  |
| <b>Dignity Advisers</b>                                  | <ul style="list-style-type: none"> <li>• A group of trained volunteers from across the University responsible for providing a listening ear and signposting staff and students who have issues/concerns regarding bullying, harassment, discrimination or victimisation</li> </ul>  |
| <b>Appeal Manager</b>                                    | <ul style="list-style-type: none"> <li>• Organise and oversee the appeal process and reach a final outcome</li> <li>• Confirm appeal outcome in writing to the Reporting Student</li> </ul>   |
| <b>Report + Support Team</b>                             | <ul style="list-style-type: none"> <li>• Provide students with support, advice and guidance while discussing available wellbeing and reporting options.</li> <li>• Coordinate with HR</li> <li>• Facilitate communication between students, HR and relevant management</li> </ul>   |

## 4) Procedure

### 4.1 Raising a concern or complaint

#### 4.1.1 Report + Support

If a student has any Dignity concerns about a staff member, whether they have personally experienced them or have allegedly witnessed unacceptable behaviour, or would like to raise a Dignity complaint, they should, in the first instance, either use the [Report + Support](#) platform or contact the [Employment Relations team](#) (“HR”).

If the student chooses to contact HR rather than use Report + Support, HR will seek the student's permission before entering any information into the Report + Support system.

Within **5 working days** of a concern or complaint being uploaded, the Report + Support team will contact the Reporting Student to discuss available support and how the Reporting Student would like the report to be managed.

The Report + Support team will also notify HR (if the Reporting Student did not initially contact them). HR will follow up with the Reporting Student to acknowledge receipt of the report and review whether the concern or complaint falls within the scope of the procedure.

If the Reporting Student is a witness to, rather than someone directly affected by, unacceptable behaviour, HR will notify an independent manager who, in consultation with HR, will decide whether the concern needs to be addressed and, if so, whether this can be done informally or the concern needs to be considered under the staff disciplinary procedures.

In some cases, a complaint may include issues that fall outside the scope of this procedure, such as complaints about broader University services or actions. Where this is the case, the University may decide that the complaint (or part of it) should instead be considered under a different process, such as the Student Complaints Code of Practice. This will be explained to the student, and appropriate steps taken to ensure the complaint is managed fairly and consistently. Further details about how such decisions are made can be found in section 5.7.

## 4.2 Initial steps

If it is agreed that this procedure will be used to consider the complaint, HR will notify an independent manager, typically a Head of School/Department. This manager, with support from HR, will complete a risk assessment and assess any necessary interim measures to protect those involved while the complaint is being considered. Existing conditions or practices will remain in place unless any and/or all the following circumstances apply:

- **Health, safety, or wellbeing risks:** if continuing the current arrangements poses a risk to the health, safety or welfare of any staff member, student, or member of the public; and/or
- **Legal or regulatory compliance:** if maintaining the current arrangements would result in a breach of legal or regulatory obligations or fail to adequately address such obligations.

The manager with support from HR will notify the relevant parties of any measures accordingly. These measures will be kept under review throughout consideration of the complaint and may be adjusted as needed. If it is decided that no interim measures are required, the manager will nonetheless inform the Responding Party of the complaint against them and next steps.

Reporting Students should be aware that, while their preferences will always be taken into account, there may be circumstances in which the University may need to:

- Take action due to the seriousness of the concerns raised, which could involve escalation within HR or to the police, even if the Reporting Student does not wish this; and/or
- Decide to handle the complaint informally or formally, which may not align to the Reporting Student's preference

If it is considered that a complaint raises serious concerns and cannot be resolved informally, the informal resolution stage can be bypassed and the complaint considered under the formal resolution stage.

### **4.3 Informal Resolution**

If it is agreed that a Dignity complaint should be considered informally in the first instance, the independent manager will consider the appropriate next steps, which could include mediation or a facilitated conversation between the Reporting Student and the Responding Party.

The Reporting Student's preferences as to the method of any attempts at informal resolution will always be considered.

The Reporting Student will be entitled to reject any suggested attempts at informal resolution of their complaint, but this will not automatically mean that the complaint will be escalated to the next stage of this procedure for formal consideration; this will be at the discretion of the University.

### **4.4 Formal Resolution**

#### **4.4.1 Making a formal complaint**

If informal resolution is unsuccessful, or seems to be initially inappropriate, the matter will proceed under formal resolution.

HR will review the complaint and will allocate it to a new suitable independent manager—in most cases this will be at least one level higher than the staff member(s) involved—who will be known as the Complaint Manager.

#### **4.4.2 Complaint meeting**

The Complaint Manager should send an invitation to the Reporting Student, usually within **7 working days** of being appointed, to a meeting. The meeting should be held as soon as reasonably possible, depending on all parties' availability. The Complaint Manager will be accompanied by HR and the Reporting Student can be accompanied as outlined in section 5.2 of this procedure.

The Reporting Student must inform the Complaint Manager as soon as possible if and why they are unable to attend the meeting. The Reporting Student will be provided with sufficient opportunity to re-arrange the meeting if they are unable to attend. If they fail to attend without reasonable cause and explanation, the meeting will be rescheduled. If they fail to attend the rescheduled meeting, the meeting will proceed in their absence and as such, a decision will be made based on their written complaint and any associated evidence (if applicable).

Within the meeting, the Reporting Student will be provided with the opportunity to explain their complaint and how they think it should be resolved. The Complaint Manager should explore whether there is still scope for an informal resolution and whether focusing on

learning from the situation might offer a more constructive and meaningful outcome for everyone involved.

If informal resolution is possible, it is the responsibility of the Complaint Manager to lead and support this process, engaging the assistance of HR. The Reporting Student will be encouraged to pursue informal resolution where the Complaint Manager feels it to be reasonable and practicable, as this is in line with the University's approach. However, engaging in mediation or other forms of resolution will always be on a voluntary basis.

At the meeting, the Complaint Manager may:

- **Make a decision on the outcome of the complaint**, typically after a brief adjournment to reflect and consider all the information presented;
- **Adjourn the meeting to allow for further exploration or clarification**, which may include reviewing relevant policies, consulting with relevant parties or gathering additional context. This does not constitute a formal investigation;
- **Adjourn the meeting to initiate a formal investigation**, where the issues raised require a more detailed and structured approach before an outcome can be reached.

The decision or next steps should be communicated in writing to the Reporting Student within **7 working days**. If meeting this deadline is not reasonably practicable, the Complaint Manager should inform the Reporting Student of the need for an extension. As part of outlining the next steps, the Complaint Manager, where appropriate, should set out any actions intended to resolve the complaint, such as informal resolution or a formal investigation.

If the Complaint Manager considers that they can make a decision on the outcome of the complaint without further exploration or clarification or a formal investigation, they will advise the Reporting Student as to whether the complaint has been upheld, partially upheld, or not upheld. If the complaint is not upheld, or partially upheld, or it will not be taken forward the Reporting Student will be advised of their right to request an appeal of the decision and should follow section 4.5 of this procedure.

The Complaint Manager will assess what information needs to be shared with the Responding Party at this time, including any relevant steps that could support informal resolution, such as guidance on modifying their behaviour. When sharing this information, the Complaint Manager should make the Responding Party aware that the Reporting Student has the right to request an appeal and as a result, outcomes may be subject to change.

#### **4.4.3 Further exploration or clarification**

Where the Complaint Manager decides that they need to explore or clarify the complaint further before making a decision as to next steps, they will undertake such exploration or clarification activities usually within two weeks of the complaint meeting with the Reporting Student and write to the Reporting Student (and Responding Party as appropriate) to inform them as to either the outcome of the complaint or that a formal investigation is required.

#### **4.4.4 Decision to formally investigate**

Where the Complaint Manager determines that a formal investigation is necessary, they will commission this. The Complaint Manager, with support from HR, will appoint an Investigating Officer and develop terms of reference (TOR) for the investigation. The TOR

will detail the purpose and scope of the investigation and provide a provisional timeframe for completing the investigation, as well as naming the Investigating Officer, who will be supported by HR.

The Investigating Officer must be from outside the Responding Party's direct line management chain, with no previous knowledge of the situation and no direct working or personal relationship with anyone involved in the complaint including the Reporting Student. They must be of a suitable level of seniority for the circumstances of the matter (usually a level above those involved in the complaint being raised).

The TOR will be shared with the Reporting Student, who should be given the opportunity to provide feedback on any areas that may have been overlooked in the investigation's scope.

The Complaint Manager must notify the Responding Party in writing of the investigation and coordinate with their line manager(s) to ensure they receive support throughout the process. The Responding Party must also be informed that the investigation could be used as the investigation stage of the relevant disciplinary process, if referral to the relevant disciplinary process is an outcome of the complaint.

#### **4.4.5 Investigation**

The Investigating Officer will investigate the complaint by reference to the TOR. This will ordinarily involve taking statements from the Reporting Student, any Responding Party(ies) and, where relevant, witnesses and reviewing any necessary documentation, policies, and procedures. The Investigating Officer will be supported by HR.

Interviewees will be written to inviting them to an investigation interview providing notice of **5 working days** and detailing information around accompaniment. Where the interviewee is a staff member, the Investigating Officer should also make the interviewee's line manager aware of their need to attend an investigation interview to enable them to be supported to attend.

Interviewees must not discuss the investigation with colleagues or students, except when seeking appropriate advice, guidance or support.

Within the interview, the Investigating Officer will ask the interviewee questions with the aim of establishing the facts and finding out what happened. The Responding Party will be given the opportunity to respond to the aspects of the investigation that relate to them.

Non-verbatim notes will be taken during the interview and used to create a statement. The interviewee will have the opportunity to verify its accuracy. If any amendments are required, the interviewee should inform the Investigating Officer and sign off on any changes made to the original document. If changes to the statement are made that the investigator believes contradict the original interview, it may be necessary to note this and include both the original and amended statements in the report.

If further details or examples emerge from the investigation that were not included within the original TOR, the Investigating Officer will need to make the Complaint Manager aware. The Complaint Manager will need to consider whether the TOR are expanded or whether additional concerns need to be addressed separately through informal or formal resolution. Where relevant, this decision should be made following a discussion with the Reporting Student. If the TOR are amended, these should be reshared with the relevant parties.

#### **4.4.5 Complaint outcome following an investigation**



The Investigating Officer will complete an investigation report summarising the findings. The Complaint Manager will review the report and make a decision regarding further action. This includes determining whether the complaint is upheld, partially upheld, or not upheld and any further steps to be taken such as proceeding to a disciplinary hearing (if applicable).

The Complaint Manager will ask the Reporting Student if they would like the decision to be communicated to them initially in writing or verbally and, if the latter, whether in person or online via Teams. The Reporting Student's preference will be granted wherever possible. If the decision is initially communicated verbally, the Complaint Manager will subsequently confirm the outcome of the investigation to the Reporting Student in writing and provide them with a copy of the investigation report.

If the complaint is upheld or partially upheld and there is found to be an adverse impact on the Reporting Student as a result of the behaviour that led to the complaint, the Complaint Manager will, as part of the outcome, inform the Reporting Student of any measures that will be taken to remedy such impact, protect them going forward and prevent repeat behaviour.

In the event of a complaint being upheld or partially upheld, the Reporting Student will not be informed of any specific disciplinary action taken against the Responding Party, in order to comply with data protection law. However, the Reporting Student will be told whether their complaint has been upheld (full or partially), with a clear explanation of the reasons for that decision.

Where appropriate, the Reporting Student may also be informed of any outcome that directly affect them such as changes to supervision or teaching arrangements to support their continued engagement with their studies. These communications will focus on the impact on the student's experience, without disclosing details of any internal disciplinary measures.

If the Complaint Manager determines the complaint is not upheld, or upheld only in part, the Reporting Student will be advised of their right to appeal the decision.

The Complaint Manager will consider what information should be shared with the Responding Party at this stage. This may include steps to support resolution, such as behavioural guidance or expectations. The Responding Party will also be informed that the Reporting Student has a right to appeal the outcome communicated to them.

Where applicable, the Complaint Manager will inform the Responding Party of any decision to initiate a disciplinary hearing. Any such hearing will be convened in accordance with the relevant disciplinary procedure. Before proceeding, the Complaint Manager may confirm that all necessary information has been gathered and, if required, ensure the Responding Party has been given a further opportunity to respond. This stage is managed under the staff disciplinary process and is no longer part of this procedure.

#### **4.5 Appeal**

If the Reporting Student is dissatisfied with the formal resolution outcome, they can appeal it.

An appeal can only be made on one or more of the following grounds:

- There is evidence, or a real possibility, or a reasonable perception, of bias within the investigation and/or decision-making process;
- There has been a procedural irregularity in the handling and/or investigation of the complaint;

- There is a compelling argument to demonstrate that the outcome was unreasonable. An appeal based on this ground must be supported by evidence and a clear rationale for the unreasonable nature of the decision; and/or
- There is new evidence that may have affected the outcome, which was not, for valid reasons, available for submission earlier.

Appeals that amount simply to an expression of dissatisfaction with the decision, or contain new arguments not previously put forward, will not be considered.

Appeals must be submitted in writing to HR within **10 working days** of receiving the formal resolution outcome letter. HR will appoint an independent appeal manager to deal with the request ("**Appeal Manager**"), who will be more senior than the Complaint Manager and has had no prior involvement in the case.

The Appeal Manager will with support from HR conduct a paper-based review of the handling of the complaint and outcome and decide whether the outcome should:

- continue to be upheld, with no further action required;
- continue to be upheld, with further action required; or
- overturned, whether in full or in part, with consideration as to what, if any, further action is required,

and notify the Responding Party and/or Reporting Student, as applicable, accordingly ("**Appeal Outcome**").

If the Appeal Outcome is that the formal resolution outcome is upheld, this will mark the end of the procedure. As such, the letter to the Reporting Student setting out the Appeal Outcome will be a Completion of Procedures letter which will provide details of how the Reporting Student can escalate their complaint to the Office of the Independent Adjudicator (OIA) if they remain dissatisfied.

If the Appeal Outcome is that the original outcome is overturned, whether in part or in full, the Reporting Student and Responding Party will be informed separately as to whether any further action will be taken.

## 5) Internal, Statutory or Regulatory Requirements

### 5.1 Support

The University will ensure individuals involved in a complaint have access to appropriate support throughout all stages of the process.

If a Reporting Student or Responding Party has a disability and they consider that they need reasonable adjustments to support them in relation to this procedure, they should contact the manager dealing with the complaint, or HR at that time to discuss.

### 5.2 Accompaniment

The Reporting Student may be accompanied to meetings by a fellow University of Nottingham student or a member of University of Nottingham staff who has not had any involvement in the complaint.

At all formal stages of this procedure the Responding Party will have the opportunity to be accompanied by a workplace companion or Trade Union representative.

### **5.3 Confidentiality and information sharing**

The University does not use non-disclosure agreements in respect of Dignity complaints.

However, under this procedure, Reporting Students and Responding Parties will share, and have shared with them, confidential information and the personal data of others. They must observe any requests to maintain confidentiality and handle personal data in accordance with [University policy](#). A deliberate breach of confidentiality and/or disregard of the University policy may give rise to disciplinary action.

Under this procedure, the University will share information with specific University staff for the purposes of managing, investigating and/or responding to a complaint and implementing any action required as a result of the complaint. On occasion, it may be necessary to share information with external agencies for safeguarding or other legal purposes. The University will share information in accordance with University [policy](#).

If Reporting Students and Responding Parties have any questions as to confidentiality and the handling of personal data, they should direct them to HR.

### **5.4 Completion of Procedures**

The [Office of the Independent Adjudicator](#) (OIA) is an independent body which runs a student complaints scheme for England and Wales, in line with the requirements of the Higher Education Act 2004.

A Completion of Procedures Letter will be issued in accordance with [OIA](#) guidance.

### **5.5 Anonymous complaints**

Individuals raising a complaint are encouraged to identify themselves. Typically, information from reports made anonymously will only be used to monitor the levels of incidents across the campus. However, depending on the seriousness of the issue, the credibility of the issue, and, importantly, any evidence available in an anonymous report and the likelihood of being able to investigate the matter, the University may investigate an anonymous report and confirm the information from alternative sources.

### **5.6 Balance of probabilities**

Decisions and findings made under this procedure will be made on the basis of a balance of probabilities, i.e. that a relevant act or omission is more likely to have occurred than not. This differs from the burden of proof applicable in criminal proceedings, which requires decision and findings to be beyond reasonable doubt.

### **5.7 Relationship with other policies and procedures**

Complaints may sometimes involve matters that fall within more than one University procedure. This section explains how such cases will be handled to ensure complaints are addressed through the most appropriate process.

At any stage of this procedure, the relevant manager, having taken advice from HR, may refer all or part of a complaint to a more appropriate University process. This includes but is not limited to:

- The Student Complaints Code of Practice- for concerns about University action or lack of action, or about the service provided
- The Staff Disciplinary Procedure- for cases requiring action such as suspension.

Where a complaint includes both Dignity matters and other issues:

- HR and the Student Investigations & Resolution team (or the relevant handler) will agree how the complaint should be split or redirected.
- The student will be informed of any change in procedure and what it means for their complaint.
- If only part of the complaint is referred elsewhere, that part may be paused while the Dignity issue is resolved, or vice versa, depending on the circumstances.

If a complaint originally raised under one procedure is partly or fully moved to another, any remedy already provided under the first process may be deemed sufficient for the overlapping issues, and no further remedy may be offered.

In line with trauma-informed principles, efforts will be made to avoid requiring students to repeat their account unnecessarily. With the student's consent, relevant information may be shared between teams to support a coordinated and proportionate response.

## **5.8 Withdrawing a complaint or appeal**

If, at any time, the Reporting Student wishes to withdraw their complaint or appeal, they must make their intentions known. The University reserves the right to investigate the original complaint if it is considered to be in the best interests of the University and the individuals concerned, even if the Reporting Student withdraws it.

If the Appeal is withdrawn, written confirmation will be sent to the Reporting Student (this will constitute the Completion of Procedures letter) and any Responding Party.

## **5.9 Complaints from former students or about former staff members**

If a Dignity complaint is about a former member of staff or it is submitted by a student after they (the student) have left the University, the consideration or otherwise of the complaint will be at the discretion of the University.

If a student submits a complaint before permanently leaving the University, but consideration of the complaint has not been completed by the time they leave, the University will nevertheless aim to conclude its consideration of the complaint, provided it is reasonable and practicable to do so. In such circumstances, the Reporting Student will retain the right to appeal the outcome under this procedure.

## **5.10 Police/court action**

The University reserves the right to report allegations raised under this procedure to the police and/or any relevant local authority at any time, where it considers there may be a risk to the safety of any member of the University community.

If during the consideration of a complaint under this procedure, either the University or the Reporting Student reports the matter to the police or the University becomes aware of

ongoing police involvement, the University may pause, continue, or proceed separately with its own processes, including any disciplinary action, as it considers appropriate.

If police and/or court proceedings result in a criminal conviction or caution, the University may take this into account in its decision-making. A conviction will usually be treated as conclusive evidence that the offence in question was committed. A caution may also be considered, taking into account its relevance, the individual's role, the nature and circumstances of the offence, and any mitigating factors. All decisions will be made in accordance with the principles of fairness, proportionality and applicable legal obligations.

If any police and/or court action does not result in a criminal conviction or caution, or are discounted, the University may still continue with its consideration of a complaint raised under this procedure and/or disciplinary action as appropriate.

The University reserves the right to request from the police, courts, other third parties and relevant students, as applicable, information relating to and arising out of the criminal process to assist with its consideration of a case under this procedure or the discipline procedure.

## **6. Associated Documents**

### **6.1 Associated Guidance**

- [Student FAQ's](#)
- [Process Flowchart](#)

### **6.2 Associated Procedures**

- [Student Complaints Code of Practice](#)
- [Staff Disciplinary Procedures](#)
- [Student Code of Conduct \(Non-Academic\)](#)

### **6.3 Associated Policies**

- [Dignity at Nottingham Policy](#)