



Process Flowchart for Procedure for Student Dignity Complaints about Staff

Process flowchart

Step	Route	Process
1	Initial Reporting	<ul style="list-style-type: none">• Student submits a concern via Report + Support or contacts HR Employment Relations ('HR') directly• HR seeks permission to input concerns into Report + Support if contacted first
2	Acknowledgement & Support	<ul style="list-style-type: none">• Within 5 working days, Report + Support team contacts student to discuss support and options• HR reviews concern to determine if it falls under the scope of this procedure
3	Scope and Risk Assessment	<ul style="list-style-type: none">• Independent manager (with HR & other key stakeholders) conducts risk assessment and considers any interim measures• Complaint may be redirected to another University process if outside scope
4	Informal Resolution (if appropriate)	<ul style="list-style-type: none">• Manager explores informal options (e.g. facilitated conversation or mediation)• Reporting Student's preferences are considered but University discretion applies
5	Formal Resolution (if appropriate)	<ul style="list-style-type: none">• HR appoints a Complaint Manager• Complaint meeting arranged (usually within 7 working days)
6	Complaint Meeting	<ul style="list-style-type: none">• Reporting Student shares concerns and resolution preferences• Complaint Manager considers informal resolution where reasonable and practicable.• At the meeting, the complaint manager may:<ul style="list-style-type: none">○ Make a decision about the complaint○ Pause to gather more information○ Start a formal investigation• Decision communicated to Reporting Student within 7 working days
6a	Formal investigation - not initiated	<ul style="list-style-type: none">• Complaint Manager may decide the complaint outcome without further inquiry and inform the Reporting Student whether it's upheld, partially upheld, or not upheld• If more clarification is needed, Complaint Manager will investigate further (typically within two weeks) and then inform parties of the outcome or need for a formal investigation
6b	Formal Investigation - initiated (if required)	<ul style="list-style-type: none">• Complaint Manager appoints Investigating Officer who develops a Terms of Reference (TOR)• Investigating Officer gathers evidence (interviews, documents). Investigation report submitted to Complaint Manager

7	Complaint Outcome	<ul style="list-style-type: none"> • Complaint Manager reviews findings • Decision communicated to Reporting Student (verbally and/or in writing) • Outcome: Upheld, Partially Upheld, or Not Upheld • Responding Party informed as appropriate
8	Appeal Stage	<ul style="list-style-type: none"> • Student may appeal on specified grounds within 10 working days • Independent Appeal Manager reviews the case and issues final outcome • Completion of Procedures letter issued if appeal is not upheld