

STUDENT COMPLAINT PROCEDURE

1. Glossary of key terms

1.1. In this procedure the following terms shall have the meanings set out below:

Case Handler	A member of OSCCA who determines whether a complaint is eligible to be investigated or reviewed and who conducts any investigation under the Formal Resolution stage. Where the complaint relates to OSCCA, the Case Handler role may be undertaken by an appropriately trained and experienced staff member within Education Services appointed by the Academic Secretary
Complainant	A Registered Student who makes a complaint under this procedure
Complaint Officer	A trained member of the Regent House who decides whether a complaint is upheld or dismissed under the Formal Resolution stage; or in the case of a formal complaint relating to staff misconduct, the Head of Department or Responsible Person who determines the scope of the investigation and whether a complaint is upheld or dismissed under the Formal Resolution stage
Completion of Procedures Letter	A letter that confirms the end of the University's internal proceedings, following which, a student may be able to raise a complaint with the OIA
HR Investigator	Where the complaint under this procedure runs in tandem with an HR investigation of staff misconduct, a person conducting the single investigation run in accordance with paragraphs 4.16-4.20
Institution	The University body which the Complainant believes is responsible for the subject of the complaint including, but not limited to: Faculties, Departments, Non-School Institutions, and administrative offices or student services within the Unified Administrative Service
OIA	Office of the Independent Adjudicator, external ombudsman for higher education students
OSCCA	The University's Office of Student Conduct, Complaints, and Appeals
Registered Student	A person who has matriculated as a student and is currently pursuing a course of study in the University; or any person pursuing a course of study leading to the award of a degree, diploma, or certificate of the University; or a person who had such student status at the time of the circumstances about which the complaint is being made
Responsible Officer	The person authorised by the Institution to respond to complaints from Registered Students under the Local Resolution stage
Reviewer	A trained member of the Regent House who decides whether a complaint is upheld or dismissed under the Review stage
Working days	Monday to Friday, except bank holidays and the week between Christmas Day (25 December) and New Years Day (1 January). Five working days is usually the equivalent of one week

2. Scope and principles

2.1. This procedure applies where a Registered Student wishes to express dissatisfaction, either about the University's action or lack of action, or the standard of service provided by or on behalf of the University, for example, by a placement

provider. Grounds for complaint may include: an Institution not meeting specified obligations or providing misleading or incorrect information; supplying poor quality provision or services; or concerns regarding the behaviour of staff towards students. Where the service has been provided on behalf of the University by a third party, the third party may investigate the complaint in the first instance in accordance with the guidance issued by the OIA.

- 2.2. This procedure cannot be used to make a complaint relating to the following:
- (a) College provision, for which the student should consult the relevant College policies;
 - (b) Decisions with specific routes of review or appeal in another procedure, for example, the Examination Review Procedure, the Procedure for the Review of Decisions of University Bodies or the Student Disciplinary Procedure (except where the Reporting Student under that Procedure has an explicit option to use the Student Complaint Procedure);
 - (c) Complaints about Cambridge Students' Union, which should be made through its own complaints procedure in the first instance;
 - (d) Matters that have already been investigated or matters that are better investigated by other University procedures including but not limited to academic or research misconduct, student discipline, capability to study and fitness to practise;
 - (e) academic judgment, which is a matter that cannot be investigated using any University internal procedure, the OIA or a court of law.
- 2.3. The procedure has three stages: Local Resolution, Formal Resolution, and Review. Before making a complaint, Complainants should read the procedure. All Complainants are encouraged to seek support from a College Tutor, a member of the Cambridge Students' Union Student Advice Service, or other advisor of the student's choosing.
- 2.4. Complaints shall be determined on the balance of probabilities, based on the submitted evidence. Complainants will not be disadvantaged for raising a valid complaint regardless of whether it is subsequently investigated or upheld. The University will act reasonably in considering complaints under this procedure and decisions will be made fairly and transparently.
- 2.5. The Responsible Officer, Case Handler, HR Investigator, Complaint Officer, and Reviewer shall have no material involvement in the matters raised as part of the complaint or in the earlier stages of the procedure and will be independent and impartial.

Representatives

- 2.6. The University expects Complainants to correspond directly with the Case Handler and others, to ensure that their views are accurately represented. However, there may be circumstances when it is reasonable for a Complainant to receive and send correspondence via a representative, for example, as a result of a disability or where an underlying health condition is impacting on the Complainant's judgment. Complainants will need to request permission from the Case Handler to use a representative, explaining the reason for the request in writing. A Case Handler will permit a representative to be used where the Case Handler considers it is reasonable to do so.
- 2.7. This procedure is an internal process and does not have the same degree of formality as proceedings in a court of law. It is not normally necessary or appropriate

for Complainants or the University to be legally represented at any meetings that form part of the procedure except in exceptional circumstances. A Complainant wishing to use a legal representative at their own cost shall need to request permission for this in writing from the Case Handler. A Case Handler will permit a legal representative where the Case Handler considers it is reasonable to do so.

- 2.8. Where a representative or legal representative has been permitted, the University will communicate only with the representative and therefore any reference in this procedure about communication to or from a Complainant includes the Complainant's representative.

Meetings

- 2.9. A Complainant may be invited to attend a meeting under paragraph 3.2, 4.11, and 4.14. A Complainant who is invited to attend a meeting shall be entitled to choose whether to attend the meeting and whether to be accompanied by a supporter of the Complainant's choosing.
- 2.10. Where a meeting is held during the Formal Resolution or Review stage of this procedure, a note-taker will be present. The notes taken will be presented to those in attendance at the meeting for factual clarification; any disagreement about the accuracy of the notes will be included as an appendix to the notes. Subsequently, the notes (including any appendix) will become the formal record of the meeting.

Group complaints

- 2.11. Group complaints can be submitted, but a group representative must be identified with whom the University will correspond and who will be responsible for liaising with the other Complainants. In such cases, references in this procedure to the 'Complainant' shall be construed as referring to more than one person. The University may separate group complaints where it considers that the issues raised impact Complainants differently or where Complainants are seeking different remedies.

Anonymous complaints

- 2.12. Anonymous complaints will not normally be accepted, as anonymity may limit the investigation and communication of the outcome. Exceptionally, an anonymous complaint may be considered if the Case Handler considers there to be a compelling case, supported by evidence, for the matter to be investigated.

Deputies

- 2.13. Any reference in this procedure to a University officer or other named role includes a deputy appointed by that officer or role-holder to exercise the functions assigned to that officer under this procedure.

Timeframes

- 2.14. Complainants are required to raise a complaint or request for a Review as soon as possible and within the required timeframe to enable an effective investigation and potential remedy (see paragraph 3.1, 4.1, and 5.1). Complaints or evidence submitted outside this timeframe will not be accepted unless there is a valid reason for delay, supported by evidence, which will be judged on a case-by-case basis by the Responsible Officer, Case Handler, HR Investigator Complaint Officer, or Reviewer, as appropriate.
- 2.15. Examples of matters that shall not normally be accepted as sufficient reason for delay include revising, studying, seeking advice or waiting to find out academic

results. In addition, repeated or protracted correspondence following a Responsible Officer's response during the Local Resolution stage shall be discounted when calculating a Complainant's timeframe to submit a complaint for Formal Resolution and will therefore shorten the time available for submission or lead to a complaint being considered to be out of time.

- 2.16. The University aims to process any formal complaint through Formal Resolution and any Review within three months. The three month timeframe requires Complainants to comply with any timescales set down in this procedure. There may be circumstances when, for good reasons, the University will need to extend the timeframe and in these circumstances the Complainant will be notified and kept updated as to the progress of their complaint. Examples of such circumstances include: where additional material is requested; where the matter of complaint is complex, including complaints about staff misconduct; or where the procedure is suspended to enable another procedure to take place first.

Malicious, frivolous and vexatious complaints

- 2.17. The Case Handler, Complaint Officer, or the Reviewer may terminate consideration of a complaint if it is considered to be malicious, frivolous or vexatious. Examples of vexatious complaints are those which are obsessive, harassing, or repetitive; insist on pursuing unrealistic or unreasonable outcomes; and/or which appear to be designed to cause disruption or annoyance. If a complaint is terminated then the Complainant will be issued with a Completion of Procedures letter.

Respectful behaviour

- 2.18. Complainants, their advisors, and staff of the University are required to communicate respectfully and reasonably at all times whilst using the procedure. Abusive or threatening behaviour and language will not be tolerated, including unreasonable persistence, unreasonable demands, lack of co-operation, or any aggression or threat of aggression. If, following a warning, a Complainant behaves in an unacceptable manner, the Case Handler, the Complaint Officer, or the Reviewer may terminate the complaint without further consideration. If a complaint is terminated then the Complainant will be issued with a Completion of Procedures letter.

Reasonable adjustments

- 2.19. When using this procedure, disabled Complainants are encouraged to provide details of any reasonable adjustments which may be appropriate. Case Handlers will routinely check a Complainant's student record for information regarding relevant reasonable adjustments where there is permission to view this record. Where it may be helpful and following the consent of the Complainant, an appropriately trained University staff member may be asked to provide a decision regarding reasonable adjustments to this procedure. A Complainant shall be informed of any adjustments that have or have not been made and the reasons for doing so.

Information sharing

- 2.20. The University will only share the information and evidence submitted in a complaint with members of staff where it is strictly necessary in order to process, investigate, and consider the complaint. All information received from a Complainant will be handled sensitively and in accordance with the Policy on the use of personal information under the Student Complaint Procedure set out in the appendix.

- 2.21. OSCCA shall share the information and evidence related to an investigation and outcome with relevant members of staff, including the subject of the complaint and

witnesses where it is necessary in the interests of fairness to do so in order to process, investigate, and/or determine the outcome of a complaint. All information received from all parties shall be handled sensitively and in accordance with the University's Data Protection Policy.

- 2.22 The University shall share the complaint, all evidence considered in the complaint investigation, the complaint decision and reasons for the decision with the Complainant and the subject of the complaint (except where the decision-maker determines that there is a compelling reason not to do so). A compelling reason may include where the information is of no relevance to the complaint and therefore it does not need to be relied upon. Any Complainant affected by such a decision not to share certain information can request a review of that decision using the Procedure for the Review of Decisions of University Bodies. Where information is unable to be shared with the subject of the complaint, this may affect the decision-maker's ability to rely on this evidence in reaching a decision. Where evidence is not relied upon by the decision-maker, this will be specified in the reasons for the decision.
- 2.23 The Complainant shall receive a copy of the investigation report. The copy of the Investigation Report may be redacted to remove personal information including any mitigation, relating to the subject of the complaint that is not directly relevant to the complaint. Witnesses may also receive relevant information about the procedure where they have been personally affected by the original incident. 'Relevant' information is that which it is reasonably necessary to share in order to safeguard the interests of the Complainant or witness in the interests of fairness.
- 2.24 It is necessary that all parties feel able to engage fully with the procedure without concern for the wider sharing of information disclosed within the investigation process. Following the conclusion of the complaint procedure (including any action taken under other procedures), those involved may discuss their personal experience of the procedure with others. However, individuals need to remain mindful of the information they share with others, including how it is shared. Information provided should not constitute or contribute to any abusive behaviour, as defined in the University's Rules of Behaviour set out in the Student Disciplinary Framework, towards others involved. Otherwise, this may lead to the individual becoming the subject of disciplinary proceedings.
- 2.25 Where formally requested to do so, or where the University considers that someone may be at significant and immediate risk of harm, the University may disclose information received through this procedure to the police.

3. Local Resolution

- 3.1. Complainants should raise complaints, in writing or in person, with the Responsible Officer of the Institution concerned. It is expected that an issue will be raised as soon as possible and in any event within 20 working days of it occurring. Students are normally informed of the name and contact details of the Responsible Officer within handbooks or other written guidance. Where a Complainant is uncertain about the identity of the Responsible Officer, the complaint should be addressed to the person responsible for the management of the service which is the subject of the complaint, or the Head of the Institution.
- 3.2. The Responsible Officer shall investigate the complaint and respond to the Complainant in a timely manner and normally within 15 working days of receipt of the complaint. The response should be in writing where an investigation has taken place

or where the complaint is submitted in writing and should include information about the next stage of the procedure in the event that the Complainant remains dissatisfied with the response. Where a response cannot be provided within 15 working days, the Responsible Officer will write to the Complainant within that period to indicate the reasons for the delay and when a response is likely to be provided. The Responsible Officer may invite the Complainant to a meeting as part of an investigation, but is not obliged to hold such a meeting.

4. Formal Resolution

- 4.1. Where a Complainant is either dissatisfied with the outcome of the Local Resolution; or where Local Resolution is inappropriate as the issues raised are serious or systemic, the Complainant can raise a complaint under Formal Resolution with OSCCA. Complainants should raise a complaint by fully completing and submitting the Formal Complaint form (available at <http://www.studentcomplaints.admin.cam.ac.uk>) within 20 working days of either:
 - (a) the Responsible Officer's response to the complaint at Local Resolution; or
 - (b) the matter of complaint first arising, where the Complainant reasonably considers Local Resolution is inappropriate.
- 4.2. Where a complaint relates to the action or inaction of OSCCA or a member of OSCCA the same complaint form shall be submitted. However, the complaint may be referred onto the Academic Secretary who shall appoint a Case Handler.
- 4.3. Where relevant, the Case Handler shall determine whether there is an exceptional reason to accept a complaint beyond the 20 working days' timeframe. Paragraph 2.15 gives examples of reasons unlikely to be exceptional. Reasons that may be accepted as exceptional where corroborative evidence is submitted include: where a Complainant has been unable to raise a complaint as a result of hospitalisation; or where the matter of complaint is so serious that it impacted the Complainant's judgment. Complaints relating to serious staff misconduct are likely to be accepted beyond the 20 working days' timeframe, providing the staff member remains an employee of the University as a result of the impact on the Complainant's judgment.
- 4.4. The complaint should set out the Complainant's concerns clearly and succinctly and provide written evidence to substantiate the issues raised. Evidence may include independent medical evidence, reports by professionals, financial information, or witness statements. The Case Handler may take steps to verify any submitted evidence. If evidence is found not to be genuine the complaint will be terminated and the Case Handler may refer the matter to the Student Disciplinary Procedure, which may lead to the Complainant being subject to sanctions.
- 4.5. A Case Handler shall consider the submitted complaint and will make one or more of the following determinations:
 - (a) the complaint in whole or in part is eligible to be investigated using paragraphs 4.10-4.14 of this procedure;
 - (b) the complaint in whole or in part is eligible to be investigated and relates to staff misconduct and so shall be investigated using paragraphs 4.15-4.20 of this procedure;
 - (c) the complaint in whole or in part should be referred for consideration under an alternative procedure;
 - (d) the complaint in whole or in part is ineligible to be considered by the University. For example, it is out of time under this procedure or an alternative procedure, has already been investigated, is listed as a matter that cannot be

- investigated under paragraph 2.2, lacks substantive content, or is considered malicious, vexatious, or frivolous;
- (e) the Complainant should attempt Local Resolution before investigation of the complaint under the Formal Resolution stage of the procedure;
 - (f) the complaint is unclear and/or diffuse and/or lacks evidence and cannot be accepted in its current form. However, the Complainant will be given a final opportunity to amend the submitted complaint and evidence for further eligibility consideration by the Case Handler.
- 4.6. Where a determination is made under paragraphs 4.5(c)–(f), the reasons for this and information about the options available to the Complainant will be provided in writing within five working days of the decision.
- 4.7. If the Complainant disagrees with the determination under paragraph 4.5(d) or (e), the reasons for the disagreement should be provided by the Complainant, in writing and within five working days of receiving the decision, to the Head of OSCCA who will review the determination within a further 10 working days. Where a complaint cannot be considered further by the University a Completion of Procedures letter will be issued.
- 4.8. Where the Case Handler considers that matters raised within the complaint would be more appropriately considered under alternative procedures, the Case Handler will inform the Complainant about which matters will be considered under which procedure. In some circumstances, it may be necessary to suspend one procedure pending the completion of another.
- 4.9. Some complaints may require the University to take swift action, for example where the issues raised have substantive detrimental consequences for the Complainant's mental health or where external time limits apply, for example, in meeting regulatory requirements for the completion of courses. In such circumstances, the procedure may be expedited. A Complainant shall inform the University of any known reason to expedite a complaint, alongside evidence in support of the reason, in writing at the time a complaint is submitted. Any request for expedition shall be considered and determined by the Case Handler.

Investigating a formal complaint

- 4.10. Where a determination is made under paragraph 4.5(a) the Complainant will be informed and the Case Handler will conduct an investigation, requiring written statements and evidence from witnesses and Institutions concerning the events and applicable procedures, as appropriate.
- 4.11. A Case Handler may or may not meet individually with the Complainant, the Responsible Officer, or witnesses as part of the investigation, or collect further evidence, at the Case Handler's discretion and where the Case Handler believes it to be beneficial to do so.
- 4.12. The Case Handler shall prepare a report setting out the process that has been followed, the information that has been gathered, the conclusions that have been drawn, and any recommendations. The Case Handler shall also consider whether mediation or conciliation could be effective at this stage.
- 4.13. Following investigation, the Case Handler will provide all of the materials to a Complaint Officer, appointed by the Case Handler from a panel of Complaint Officers maintained by the Council.

- 4.14. The Complaint Officer will consider all of the materials provided. In exceptional circumstances the Complaint Officer may request further written statements, hold a meeting with any individual involved in the complaint, and/or hold a hearing. The Complainant will receive all of the materials, save for any redactions in accordance with paragraph 2.23, considered by the Complaint Officer at least five working days in advance of any meeting or hearing.

Investigating a formal complaint relating to staff misconduct

- 4.15. A complaint may involve the action or inaction of University staff and be investigated in accordance with paragraphs 4.10-4.14. However, where the complaint relates to misconduct by a member of University staff (for example bullying, harassment or sexual misconduct), this procedure works in tandem with a staff conduct procedure and therefore any investigation will take place in accordance with paragraphs 4.16-4.20. This is to ensure the Complainant and staff member are both treated fairly and receive appropriate support and to enable a single investigation to take place.
- 4.16. Where the complaint is eligible in whole or part for investigation, the Case Handler will liaise with the relevant HR business partner, who shall initiate the relevant staff conduct procedure. The decision-maker in the staff conduct procedure shall determine the scope of the investigation, taking into account the requirements of this complaint procedure and shall take the role of the Complaint Officer. The investigator in the staff conduct procedure (referred to within this procedure as the HR Investigator) shall conduct an investigation that gathers such information and makes findings as shall enable the Complaint Officer to reach a decision under this complaint procedure. During this phase, it is highly likely that alternative arrangements shall be made for any academic or welfare responsibility that the staff member has for the Complainant.
- 4.17. The Complainant will be informed of the identities of the Complaint Officer and the HR Investigator and receive an invitation from the HR Investigator, normally within ten working days, to provide an account of the complaint.
- 4.18. The HR Investigator shall gather evidence about the complaint and invite relevant individuals to meetings to take their account of the complaint including, the Complainant, the staff member who is the subject of the complaint and any relevant witnesses. The HR Investigator may request written statements rather than meetings and further evidence relevant to the investigation.
- 4.19. The HR Investigator shall prepare an investigation report that includes setting out the process that has been followed and the information that has been gathered.
- 4.20. Following investigation, the HR Investigator will provide the relevant materials to the Complaint Officer who determined the original scope of the investigation.

Complaint Officer decision

- 4.21. Following consideration of the investigation report, the Complaint Officer will have the power to make one or more of the following decisions:
- (a) that further steps should be taken to resolve the complaint informally (for example, through mediation with the agreement of both parties);
 - (b) to uphold the complaint in whole or in part and where appropriate require such remedies as necessary;
 - (c) to dismiss the complaint in whole or in part where it is found that:
 - i. the University acted reasonably and in line with its procedures and written documentation; and/or
 - ii. the substance of the complaint was not justified; and/or

- iii. the Complainant has not been substantively disadvantaged by any variation in the University's procedures or written documentation.
- 4.22. The nature of the remedy will be dependent upon the nature of the complaint and the relevant remedies available. Where possible a remedy will be practical and attempt to provide the Complainant with the expected service or action, taking into account any comments from the Complainant regarding remedy. Complainants shall normally be given a timeframe within which to accept any remedy offered by the University.
 - 4.23. Where a complaint under this procedure relates to staff misconduct, it shall be possible to uphold a student complaint while not making a finding of misconduct under the staff conduct procedure. In such circumstances, a remedy can still be applied using this procedure, albeit that there may be no further action taken under the staff conduct procedure. Where the staff conduct procedure includes consideration by a Tribunal, it may be necessary to wait until the outcome of the Tribunal before the Complaint Officer can determine the outcome under this procedure.
 - 4.24. The Complainant will receive confirmation in writing of the Complaint Officer's decision, the reasons for the decision, and copies of the material considered by the Complaint Officer, normally within five working days of the Complaint Officer's decision.
 - 4.25. Where a complaint relates to staff misconduct, there may be elements of the investigation or the outcome that cannot be shared with the Complainant because they constitute personal information about the staff member, which the University does not have permission to share and there is no lawful reason to share it with the Complainant. In such circumstances the Complainant will be made aware that there is redacted information and the reason for the redaction.
 - 4.26. Regardless of the decision made, the Complaint Officer may make observations and recommendations to Institutions for consideration following the outcome of a complaint.
 - 4.27. Institutions are required to abide by any remedies issued by the Complaint Officer, including the payment of any financial remedy.
 - 4.28. Heads of Institutions are required to consider recommendations and observations made by the Complaint Officer. They are also required to ensure that the outcome of that consideration is reported back to OSCCA, including reasons for not acting upon any recommendations and observations.

5. Review

- 5.1. If a Complainant is dissatisfied following the Formal Resolution decision, the Complainant can submit a Request for Review form within 10 working days of the Formal Resolution decision being communicated. Alternatively, if the Complainant is dissatisfied with the decision but does not believe the reasons for the dissatisfaction would meet the grounds for a Review, the Complainant can request a Completion of Procedures letter.
- 5.2. The Review will not usually consider issues afresh or involve a further investigation. A Review can only be requested on the following grounds:

- (a) procedural irregularities that occurred during Formal Resolution, which were material or potentially material to the decision reached; and/or
 - (b) the Formal Resolution decision is unreasonable, in that no reasonable person could have reached the same decision on the available evidence; and/or
 - (c) the availability of new evidence, which materially impacts the complaint outcome and which, for valid reasons, could not have been submitted at an earlier stage.
- 5.3. Where the Request for Review form has been fully completed and submitted, a different Case Handler will determine if it has been made on the specified grounds, and within the timeframe. Where the request is considered eligible, in whole or in part, the Case Handler will appoint a Reviewer from a panel of Reviewers appointed by the Council to consider the request for Review. Where a request cannot be considered further by the University a Completion of Procedures letter will be issued.
- 5.4. The Reviewer will consider the Complainant's request for Review, the information considered during Formal Resolution, the decision, and any new information. The Reviewer shall consider the redacted version of the information considered during Formal Resolution where paragraphs 2.23 and 4.25 apply. The Reviewer may request further information. Any further information not seen previously by the Complainant shall be made available to the Complainant, who shall normally be given five working days to provide comment on the further information, prior to the Reviewer making a decision about the Review.
- 5.5. Following consideration, the Reviewer will have the power to either:
 - (a) uphold the complaint in whole or in part and require such remedies as necessary; or
 - (b) dismiss the request for Review and confirm the Complaint Officer's decision.
- 5.6. The Complainant will receive the Reviewer's decision and the reasons for the decision, in writing, normally within 20 working days of submitting the Request for Review form. This is the final stage of the University's internal process and therefore the Complainant will be issued with a Completion of Procedures letter.
- 5.7. Irrespective of a decision by the Complainant to raise a complaint with the OIA or elsewhere, the Reviewer's decision will be enacted until such time, if any, that the OIA or other body recommends otherwise.

6. Reporting and monitoring

- 6.1. OSCCA will monitor all complaints and decisions made under the procedure and will produce an annual report summarising the anonymised decisions, remedies, and recommendations (including the implementation of these) made by Case Handlers, Complaint Officers and Reviewers. Cambridge Students' Union sabbatical officers shall be invited to provide feedback on the annual report. The annual report shall be submitted to the General Board's Education Committee.

Appendix: Policy on the use of personal information under the Student Complaint Procedure

A copy is to be provided to the Complainant at the earliest contact and published on the University's website.

1. In order to handle a Complainant's complaint it will be necessary for the University to process a Complainant's personal data in accordance with this policy. The overall purpose of processing personal data in the context of the investigation and resolution of student complaints is to decide what steps can appropriately be taken in response to such complaints. Personal data will be disclosed only to those persons who need to see such data for the purposes of conducting an investigation, responding as part of an investigation, determining or recommending a resolution, or deciding what other steps can appropriately be taken. No person will be told any more about the investigation than is strictly necessary in order to obtain the information required from them. Such persons may include:
 - staff within OSCCA, including the Case Handler;
 - individuals named or involved in the complaint, such as students, staff, or external bodies;
 - authorized representatives of other external bodies involved in the complaint;
 - a representative(s) from the Institution which is the subject matter of the complaint;
 - the Responsible Officer;
 - the Complaint Officer;
 - the Reviewer;
 - solicitors in the University's Legal Services Division and/or the University's external legal advisors;
 - the HR Investigator;
 - staff within HR, including the HR Business Partner(s);
 - the Student Discipline Officer (or other relevant officer); and
 - a Complainant's representative.

Documentation generated in the course of an investigation under the procedure will be disclosed in full to the Complainant except where information relates to an individual who has not consented to the disclosure of personal data.

2. The University will seek the Complainant's written consent before notifying the Complainant's College Tutor or Graduate Tutor that a complaint has been submitted so that they are aware of the complaint and able to assist in providing support.
3. The University will seek the Complainant's written consent before liaising with appropriate staff members, including staff of the Accessibility and Disability Resource Centre, regarding support and any reasonable adjustments for disabled students.
4. Following completion of the procedure, the complaint, the documentation generated in the course of the investigation, and the decisions made under the procedure, will be retained securely by the Head of OSCCA for six years. This information will be used for the purposes of responding to any complaints regarding the application of this procedure as well as for compiling anonymous statistics regarding its use. Further, where any complaint is subsequently submitted under this procedure by the same Complainant, this information may be taken into account by the Case Handler, in reaching a decision under paragraph 4.5 or 4.21 of the procedure. The information may also be provided to the Student Discipline Officer or other relevant officer if relevant for the purposes of conducting disciplinary proceedings or referral for consideration under another procedure under paragraph 4.5 or 4.21 of this procedure.
5. Nothing in this policy is intended to prejudice any rights of access to personal data which any person may have under data protection legislation as applicable at the time or otherwise.

6. Any questions or concerns about this policy should be directed to the Head of OSCCA in the first instance.