

COVID-19 Complaints

Complaints about the COVID-19 pandemic will be considered under the G31 regulation. However, there will be adjustments to the process in line with Office of the Independent Adjudicator (OIA) recommendations.

The Stages of the Complaints Process

The Complaints Process will be shortened and you are not required to try to resolve a COVID-19 complaint informally in the first instance, though you may choose to do so if you wish. The Process will also end at the conclusion of the Stage Two investigation and there will be no further review at Stage Three by the university. The outcome at Stage Two will be a Completion of Procedures Letter, which means you can request a review of our decision by the OIA.

Investigation of the Complaint and Deadlines

A complaint under Stage Two should normally be submitted within three months of the incident/incidents being complained about, and any complaints received after this time would only be exceptionally accepted at the discretion of the Head of Student Conduct & Appeals (or their nominee). For COVID-19 related complaints, we will only be able to assess the validity of any complaint once we have finished delivering teaching and support through primarily online means. Any complaints about these matters will not be considered until the end of any relevant period of teaching. We would recommend, except in exceptional circumstances, that you wait until after the end of this academic year before submitting a Stage Two complaint.

You will have three months from the date on which you are awarded your qualification, or from the date on which COVID-19 pandemic restrictions are lifted and on campus teaching recommences (whichever is earlier), in which to submit a complaint relating to the COVID-19 pandemic.

Please see the university [FAQs](#) for further information on the COVID-19 pandemic.

Please see the [Student Conduct & Appeal](#) page for further information on the G31 Complaint Regulation.