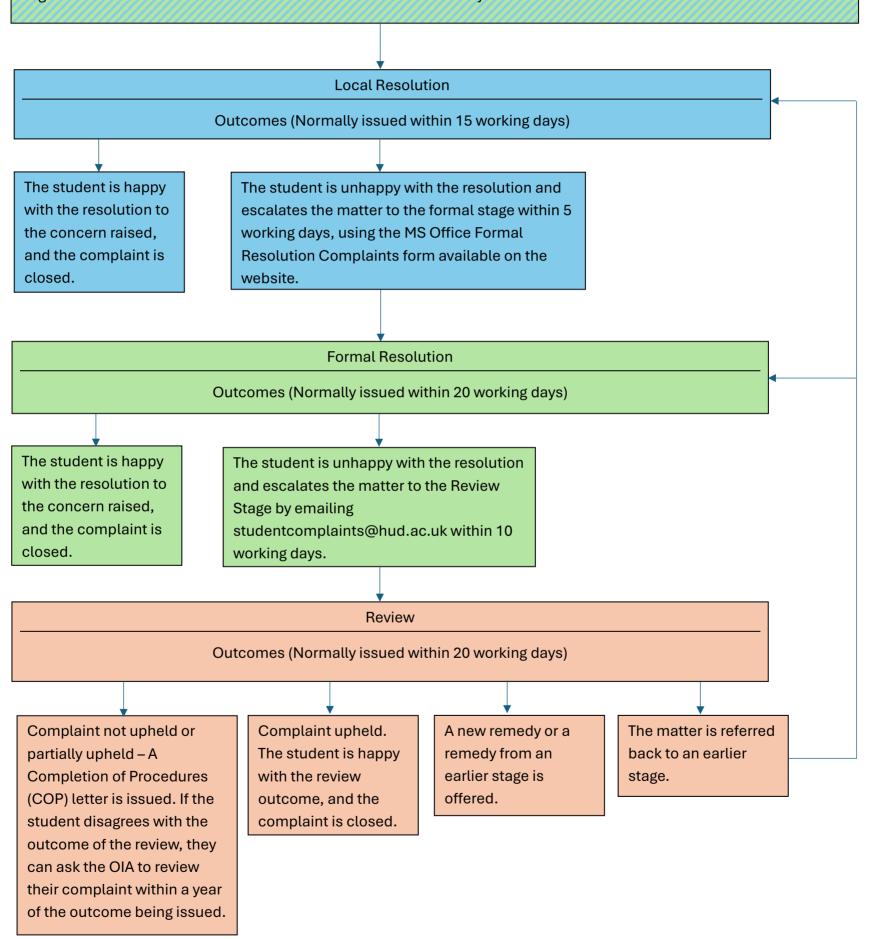
## **Student Complaints Process**

If raising a complaint, you should do so as soon as possible and no later than one calendar month after the incident that has resulted in you raising a complaint. The University will not normally consider complaints made after this period. The Student Disciplinary Procedure will be followed where student misconduct is involved.

The Complaints Procedure can begin at either the Local Resolution or Formal Resolution level. The procedure can only begin at the Formal Resolution level if the matter cannot reasonably be handled at the Local Resolution level.



If a Police/external investigation is ongoing, other internal investigations will be paused until the completion of the Police/external investigation.