Complaint

Student writes to say they have completed College complaint procedure, to Student Disputes Officer (SDO)

Opportunity to discuss case with SDO

SDO: is the case admissible? SDO responds with reasons

End of process, OIA COP Issued (No)

Yes

Level 2: 2 senior staff members outside the Faculty or Directorate, within the OBU investigate. SDO writes to student.

1) Actions Recommended
2) Further actions assigned if necessary and reported to AESC or appropriate Board

Not Justified

Justified

End of process

Yes

Level 1: SEC Chair from a different SEC within the Faculty investigates. SDO writes to student

Student Satisfied?

Review opportunity. Academic Registrar (No)

OIA CoP Issued

Yes

Upheld

Declined

Student Submits Request to Review

Request on time?

End of process (No)

Yes

Not Justified

Justified

End of process

Appeal

Student submits ACP Appeals form to Student Disputes Officer (SDO)

Opportunity to discuss case with SDO

SDO: is the case admissible? SDO responds with reasons

Student Satisfied?

Yes

End of process

No

Review opportunity. Academic Registrar

OIA CoP Issued

Key:

SDO: Student Disputes Officer
OIA: Office of the Independent Adjudicator
CoP: Completion of Procedures (informs student that the internal procedures have been exhausted and directs student to the OIA)
SEC Chair: Subject examination Committee Chair
AESC: Academic Enhancement and Standards Committee
OBU: Oxford Brookes University
Directorate: A department such as the library or student central

OIA CoP Issued