

**Complaints and Appeals Procedures  
Oxford Brookes University**

Student submits the Complaints and Appeals Form to Student Investigation and Resolution Team (SIRT)

Within 2 months of last claimed act or omission (complaints) or date decision is published (appeals)

Opportunity to discuss case with SIRT

**Key:**

**SIRO:** Student Investigation and Resolution 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

**EC:** Exam Committee

**AESC:** Academic Enhancement and Standards Committee

**OBU:** Oxford Brookes University

**Directorate:** A department such as the library or student central

SIRO: is the case admissible?

SIRO responds with reasons

Acknowledged within 5 working days and responded to within 10 working days

Student Satisfied?

End of process

Complaint or Appeal?

Review opportunity. Academic Registrar

Acknowledged within 10 working days and responded to within 20 working days

OIA CoP Issued

**Complaint**

**Appeal**

**Level 1:** a SIRO investigates and writes outcome to student.

Response to student within 20 working days.

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

**Level 1:** a SIRO investigates and writes outcome to student.

Student Satisfied?

End of process

Student Satisfied?

End of process

Student Submits Request to Review

Request to be submitted within 10 working days

Student Submits Request to Review

Request on time?

End of process

Request on time?

End of process

**Level 2:** 2 SIROs investigate and write to student.

Response to student within 20 working days.

**Level 2:** 2 SIROs investigate and write to student.

OIA CoP Issued

