Complaints and Appeals Procedures
Oxford Brookes University

Key:
SIRO: Student Investigation and Resolution Officer
OIA: Office of the Independent Adjudicator
CoP: Completion of Procedures
(Efforts 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

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

Opportunity to discuss case with SI RT

SIRO: Is the case admissible?

Yes

No

SIRO responds with reasons

Student Satisfied?

Yes

End of process

No

Complaint or Appeal?

Upheld

Declined

Review opportunity. Academic Registrar

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

OIA CoP Issued

Acknowledged within 10 working days and responded to within 20 working

Response to student within 20 working days.

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

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

Student Satisfied?

Yes

End of process

No

Not Justified

Student Submits Request to Review

Request on time?

Yes

Justified

End of process

No

Not Justified

Request on time?

Yes

Justified

Request on time?

Yes

Justified

End of process

No

Not Justified

End of process

Level 2: 2 SIROs investigate and write to student.

OIA CoP Issued