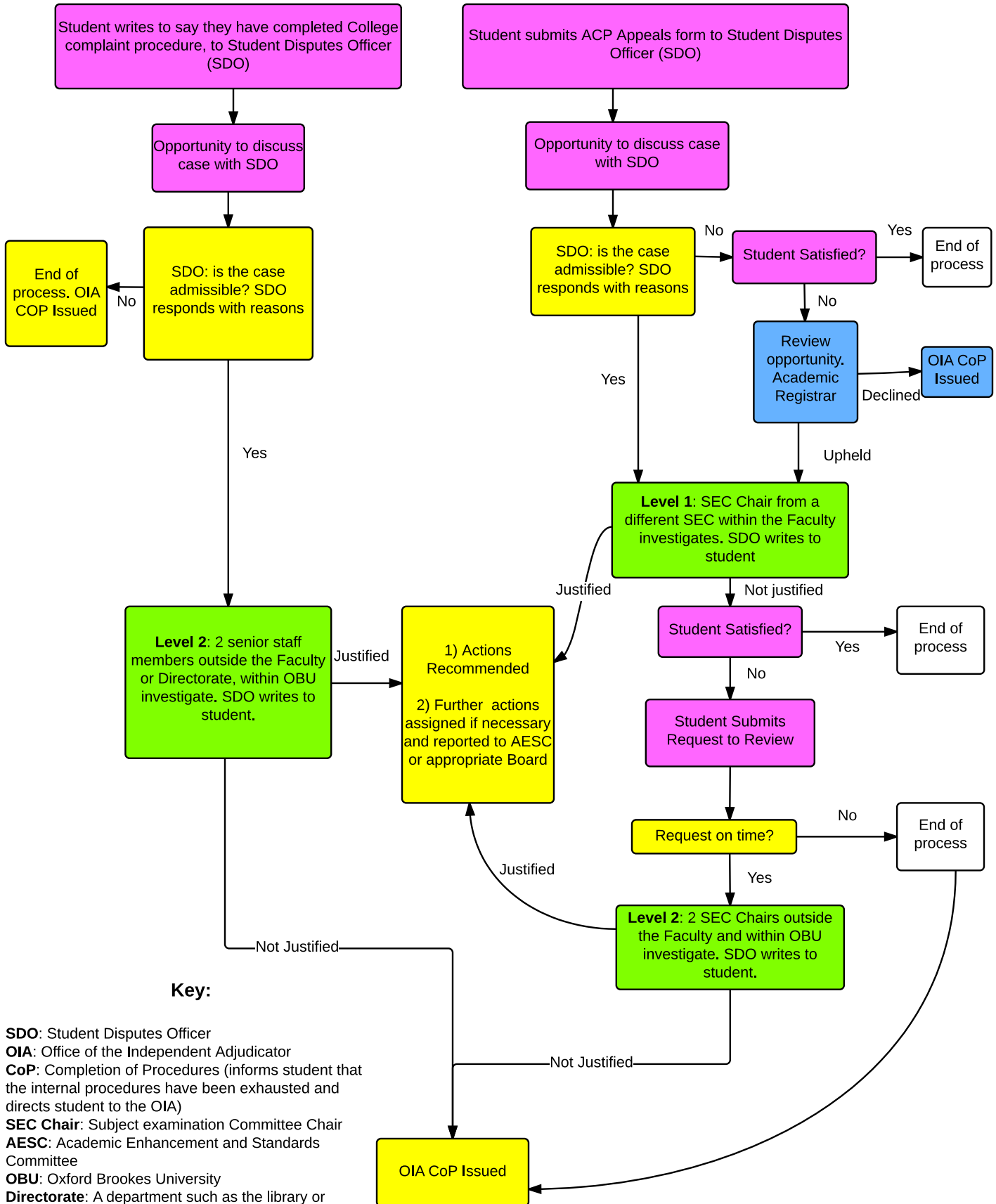


**Complaints and Appeals Procedures- Collaborative Provision  
Oxford Brookes University**

Complaint

Appeal



**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