

Appendix 3 Student Complaint Panel Membership of the Panel

The Panel will consist of three persons having no material interest in the complaint:

- Chair: A Head of School or Head of College or a member of the Senior Management Team, not directly concerned with the complaint or from the College or functional area to which the complaint relates, to be nominated by the Senior Vice President Academic and Registrar.
- A staff representative, who must be from a different School than that of the Complainant. This member of staff is chosen from a group of 8 staff representatives (including two from each College) nominated by the Colleges and appointed by Academic Council at the commencement of each academic year, and at least three administrative staff nominated by the University Management Team.
- A student representative, who must be from a different College than that of the Complainant, nominated by the President of the Student's Union.

Any potential member who has been involved in counselling or advising the Complainant will be ineligible to serve on the Panel hearing the appeal.

Procedural Rules for the Panel

- i. The Chair of the Panel will initially review the appeal. Where the Chair determines that additional information is required, this can be requested by the Chair and should be acquired in advance of the Panel meeting.
- ii. The Panel will normally meet within 20 working days of the receipt of all relevant documentation.
- iii. A quorum of the Panel shall be 2 members.
- iv. The Panel will at its absolute discretion, consider the appeal in such manner as it deems appropriate to the circumstances of the case, having regard to fairness and due process.
- v. The Panel may in its sole discretion request the Parties and any other person it deems relevant to attend a hearing, but is not obliged to do so. Unless the Panel has agreed otherwise, should the Parties or a relevant person requested to attend a hearing fail without good reason to attend the hearing, the Panel may proceed to deal with the matter in their absence.
- vi. The hearing of the Panel will take place at the University at dates and times notified in writing to the Parties. As much notice as possible will be given, but discretion will be exercised dependent upon the circumstances being investigated and the urgency of the complaint.
- vii. The Chair will advise the Parties of the names of any persons whom the Panel intends to call to give evidence at the hearing of the Panel, together with a copy of any statement obtained from the said person(s) and to be referred to at the meeting.
- viii. If requested to attend a hearing of the Panel, the Parties may be accompanied, in the case of the Complainant, this may be a student advisor, in the case of a Respondent, this will be a trade union representative or a work colleague, but in neither case a legal representative.

- ix. If the Parties chose to be accompanied, then they will advise the Secretary to the Panel of the name and address of the person accompanying them not less than 24 hours prior to the meeting of the Panel.
- x. The Panel will have the opportunity to meet in private prior to and subsequent to the hearing.
- xi. The Parties will be permitted to question any persons called to give evidence at the hearing and to address the Panel but for the avoidance of any doubt, such questions will be put through the Chair who will ask any such questions and the Panel will have the sole discretion to decide whether to put the questions or not.
- xii. If the Parties wish to introduce documents to the Panel, they will supply copies of such documents to the Secretary of the Panel not later than 5 working days before the hearing. They shall furnish one set of such documents to the other party as soon as possible. The Chair of the Panel may at his/her discretion give time to acquire or examine the documents by adjourning or delaying the Panel hearing.
- xiii. The Panel will be given absolute discretion to regulate its own procedures subject to keeping within the spirit and general limit of these Procedural rules.
- xiv. The Panel shall be entitled to consult and seek such advice as it deems appropriate.
- xv. The Panel will provide the Senior Vice President Academic and Registrar with a written report, including whether the Appeal is upheld, in whole or in part or not upheld and containing any recommendations as may be appropriate, normally within 10 working days of the date of the final Panel meeting.
- xvi. The decision of the Panel shall be final and binding.
- xvii. The Chair will notify all relevant parties of the outcome of the Appeal and any recommendations.
- xviii. A Completion of Procedures Letter will be issued by the Chair. The Completion of Procedures Letter will confirm that the University's Procedure has been exhausted and inform the student that if s/he is not satisfied with the outcome, s/he may raise their complaint with the Office of the Ombudsman.