## **Informal Complaint Procedure**

Complaint is in regard to a service or learning opportunities provided by the Faculty of Education

Gather any evidence to support your complaint

Approach your Tutor or another member of staff with your complaint using the Informal Complaints Form. You can also channel a complaint through the Student Representative.

The person you approached will meet with you to discuss the complaint and your expectations.

They may advise you of an alternative process better suited to resolve the issue.

A member of staff will facilitate the resolution of the informal complaint.

The member of staff will issue you a letter, informing you of the outcome of their investigation and the resolution to your complaint.

If you are not satisfied that the outcome of the informal investigation has resolved your complaint, you may submit a Formal Grievance and/or Academic Appeal as appropriate.