

## Complaints Procedure for Research Students

[Previously Schedule 2 to the Regulations for the Degrees of MPhil and PhD]

Please note that all appeals (against transfer or examination panel decisions, or terminations of registration) should be processed using the College Appeal Regulations and not this procedure.

### Complaints Procedure

1. Stage 1 - Problems should initially be raised with one or both of the supervisors, and it is hoped that most difficulties can be settled at this stage.
2. Stage 2 – Complaints that cannot be settled in this way should be referred to the departmental Director of Graduate Studies, who will investigate the matter and seek to resolve it.
3. Stage 3 – Complaints unresolved at stage 2 should be referred by the Director of Graduate Studies to the relevant Academic Dean (the Director of the SMD Graduate School in the case of the SMD) who will convene a Panel consisting of him/herself (Chair), with one member of the Graduate Studies Committee from the complainant’s department who has not been previously involved with the issue, and one other Director of Graduate Studies from the sector. If all members of the Graduate Studies Committee within the Department have had previous involvement in the case, the Chair will appoint a member from the Graduate Studies Committee of a cognate department.
4. The Panel will interview the complainant, the supervisor(s), and any other person they consider appropriate. The Panel may ask for any documentation it considers relevant.
5. The Panel will take a decision by majority vote. It may decide:
  - a. To reject the complaint in its entirety
  - b. To accept the complaint in part
  - c. To accept the complaint in fullThe Panel will give its decision, with a summary of its reasons, in writing to the complainant and all relevant parties.
6. If the Panel accepts the complaint either in part or in full, it will then proceed to consider what further action, including any remedial action, to propose. Before taking a final decision on remedial action, the Panel will consult the Director of Graduate Studies of the department concerned, and the Academic Registrar.
7. Stage 4 – If the Panel rejects the complaint in whole or in part, the complainant may appeal against its decision using the College Appeal Regulations.
8. Stage 5 – If the complainant is not satisfied with the outcome of Stage 4, s/he may petition the Office of the Independent Adjudicator for Higher Education. Details are provided in paragraph 19 of the College’s general Complaints Policy.

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