

TRINITY LABAN

ACADEMIC QUALITY HANDBOOK

STUDENT COMPLAINTS PROCEDURES: STAGE THREE (REQUEST FOR A REVIEW OF THE OUTCOME OF A FORMAL COMPLAINT) STUDENT GUIDANCE

If you have received a formal response to your stage two request and you are unhappy with the outcome you have grounds to request a review of the outcome to your stage two formal complaint. You will need to take your complaint to stage three within ten calendar days of the written response from stage two. The form that you need to complete for a stage three complaint can be found [here](#).

What are the grounds for review?

You can ask for a review of your stage two outcome if your request is based on one or more of the following grounds:

- a challenge to findings of fact
- a claim that the procedure has been implemented improperly
- there is significant new evidence or information, which was unavailable at the previous stage

A stage three complaint is an opportunity for the matter to be reviewed by a panel that includes:

- a senior member of staff not previously involved in the complaint as chair
- two members of staff from a subject area or professional service department unrelated to the complaint
- one representative of the Students' Union

Requests for review are considered by a senior member of staff nominated by the Principal or Registrar who will assess whether your request meets the necessary grounds for review.

How to achieve the best outcomes

- be clear about which of the three grounds you are basing your request on (you can select more than one)
- give details as to why you believe that you have met the grounds for review
- provide evidence to support your grounds for review
- let us know what you think should happen to resolve the complaint
- respond promptly to any requests for further information or documentation

What happens when we receive a request for a review?

The nominated senior member of staff will review your request and make sure that it meets one or more of the criteria for review. If it does not meet the requirements, you will be notified within ten calendar days of your request, and a Completion of Procedures Letter will be issued advising you of your right to contact the Office of the Independent Adjudicator. If your request is accepted, you will be informed within 10 calendar days of your request and a panel will meet to hear your review within 20 working days of accepting your request for review. Please note that it may take longer than anticipated to organise a panel. *The timescale may also have to be extended during holiday periods. You will be informed of any extension to the deadline and the reasons for such an extension, as early as possible, but we shall take all reasonable steps to resolve cases with the minimum delay and in line with the timescales set out in the OIA's Good Practice Framework.*

Your rights at a panel

You will ordinarily have a minimum of five calendar days' notice of the hearing. You may choose to be accompanied by a member of the Student Services team or by an officer of the TLSU for support.

A detailed summary of the stage three review panel hearing process can be found [here](#).

Outcome

The panel will decide on the basis of a reasonable judgment on the balance of probabilities. The panel will communicate its conclusions to you within five calendar days of the meeting, via the nominated senior member of staff.

The panel may:

- uphold the complaint, making any recommendations to the Conservatoire
- determine that the department has no case to answer:
- determine that the complaint was investigated reasonably and in line with Stage Two of the formal complaints procedure:
- request supplementary information before reaching a decision. You will be advised of this requirement in writing. Upon receipt of any supplementary information the panel will inform you and confirm its decision in writing. In such cases you will not be required to attend a further meeting.
- decide whether to recommend consideration of disciplinary action against staff or students. Where the investigation of a complaint gives rise to a formal investigation under the disciplinary procedure, the students or staff concerned will be advised of their rights under that procedure.

Next Steps

If your request for review does not meet the required grounds or if the panel upheld a previous decision, you will receive a Completion of Procedures Letter which will detail your next steps.

This will advise you of your right to contact the Office of the Independent Adjudicator (OIA), which provides an independent and free scheme for reviewing complaints. Visit the OIA website for more information: [**oiahe.org.uk**](http://oiahe.org.uk)

...and remember, you must send your complaint to the OIA within twelve months of the date of the Completion of Procedures Letters.

Monitoring

We monitor all complaints centrally, even if they are resolved at an early stage. This helps us to have an overview of both the amount and the type of complaint we receive so that we can develop the services we provide as an institution.

Is there anyone I can ask for support or advice?

You can speak to our Student Advisors in Student Services or a member of Trinity Laban Students' Union for advice.

If you have any specific questions about the procedures, you can also email the Quality & Governance team: [**complaints@trinitylaban.ac.uk**](mailto:complaints@trinitylaban.ac.uk)