

| TITLE | REF | VERSION |
|---------------------------|-----|---------|
| Compliments, Comments and | | |

decide the best course of action in line with our internal management procedures. They will not receive an outcome or any further update regarding the complaint. However, HR may make contact to obtain further



Oversight of the independent verification of complaint outcomes

Group Administration are responsible for

Logging compliments, comments and complaints centrally

Administration of



7. References

Activate Learning Student Behaviour and Disciplinary Policy

Learner Voice Strategy

Education Act 1996

Office of the Independent Adjudicator (OIA) good practice framework for higher education

Article 8 of the European Convention on Human Rights



