Student Complaints Procedure

Stage 1: Talk to those concerned e.g. lecturer, service provider

Issue resolved

Stage 2: If not satisfactorily resolved, complete Stage 2 Complaint Form; submit to caseworker@hope.ac.uk

Acknowledgement in 4 working Days

Student's Complaint is investigated

Written response to Student

Issue resolved

Stage 3: If not satisfactorily resolved, request a review by completing Stage 3 Complaint Form; submit to caseworker@hope.ac.uk

Review by Vice Chancellor or nominee

Final Decision in writing (Completion of Procedures)

If student is still not satisfied, they may be able to take their complaint to the OIA