

**UNIVERSITY OF BATH: STUDENT COMPLAINTS POLICY**

2.6 In some instances, an issue raised may be covered by another specific University

with those involved with responding to the complaint. In some circumstances, sensitive and confidential information may be redacted.

6.2 No person with a conflict of interest will be asked to investigate or make a decision relating to the case. A conflict of interest occurs when an individual's professional or personal interests – family, friendships, financial, or social factors – could compromise their ability to apply judgement or act fairly and objectively. A conflict of interest can be actual or perceived.

## **7. Support for Students**

7.1 We understand that it can take courage to raise a complaint and are committed to the process being as empathetic and supportive as possible. Students will be made aware of, and actively encouraged to engage with, the support options that are available to them throughout the process.

7.2 We understand that some students may need additional arrangements to fully access this process. Any reasonable adjustments will be considered and put in place where possible.

## **8. Roles and Responsibilities**

8.1 Senate is responsible for:

The Student Complaints Policy and approving any amendments to it

8.2 Deputy Director (Student Policy & Safeguarding) is responsible for:

Overseeing the effective application of the Student Complaints Policy, and its interaction with other student safeguarding policies

Overseeing and implementing the associated Student Complaints Procedure

Reporting to Senate annually on complaints received, outcomes, common themes and recommendations to improve

8.7 The Complainant (the student/s making the complaint) is responsible for:

Giving notice of whether they can/cannot attend meetings and if they are bringing someone with them to the meeting

Notifying the Student Casework Team if they have any additional needs to be able to engage fully in the Complaints process or if they believe anyone involved in handling their complaint has a conflict of interest

8.8 All University staff are responsible for: