

Complaints Flowchart Spring 2021

NON-ACADEMIC RELATED MATTERS COMPLAINTS POLICY (NARCP)

Relates to:

- a) Marketing and Recruitment
- b) Estates and Facilities
- c) Finance
- d) IT
- e) Student Affairs
- f) University polices or procedures (Non-Academic)
- g) Other matters

Stage I: Informal Resolution

Addressed to a member of the relevant team

(If you are unsure who to direct your query to, please contact:
complaints@richmond.ac.uk)



Stage II: Formal Resolution

Addressed to the Head/Director of the relevant team using the Formal Complaint Form

Include detailed description of complaint, any relevant evidence, and desired outcome

Initial response within 5 days



Stage III: Further Review of Complaint

Must be submitted within five working days after end of Stage II

Addressed to Office of the President using Further Review Form

Grounds for further review include; new evidence, procedural irregularities, or an unreasonable decision having been made at previous stages to due prejudice, bias etc.

COMPLAINTS POLICY: ACADEMIC RELATED MATTERS (CPAR)

Relates to:

- a) The design, content, or organisation of a specific class or programme
- b) Course delivery
- c) Academic resources
- d) Academic advising
- e) University policies and procedures (Academic)
- f) Quality Assurance
- g) Provost Office
- h) Academic support offices, such as Admissions, Library Services and Registry Services.

Does NOT relate to:

Stage I: Informal Resolution

Addressed to relevant instructor/support person or their line-manager
(If you are unsure who to direct your query to, please contact: complaints@richmond.ac.uk)



Stage II: Formal Resolution

Addressed to Dean/Associate Dean of School or designee/Head of support office
Include detailed description of complaint, any relevant evidence, and desired outcome
Response and Solution to be provided within 10 working days of receipt of complaint



Stage III: Further Review of the Complaint

Addressed to the Office of the Provost
Complete Further Review of Complaint Form
Grounds for further review include new evidence, procedural irregularities, or unreasonable decision made at earlier stage of complaint due to prejudice, bias etc.
Response within 10 working days

For more details visit: <https://www.richmond.ac.uk/policies/>