

## Student Complaints Appeal Panel

### 1 Terms of Reference

The Student Complaints Appeal Panel will consider appeals against the outcome of a formal complaint referred to it by the President under paragraph 37 of the Student Complaints Procedure, specifically:

- 1.1 To review all documentation relating to the complaint, including evidence supporting grounds for appeal and any further information that the appellant or respondent wishes to add;
- 1.2 Having considered all evidence, to report on its findings of fact in the matter;
- 1.3 To make a recommendation on the outcome of the appeal. Recommendations may include:
  - Dismissal of the appeal, and confirmation of the decision previously made by the Student Complaints Panel; or
  - Proposal of an alternative resolution to the appellant.
- 1.4 To complete its deliberations as quickly as possible, and normally within 30 days of receipt of the referred cases; and
- 1.5 To inform the appellant and the respondent of its findings of fact and its recommendations.

### 2. Constitution

*Chairman* — President or nominee

*Members* (a) One member nominated by the Chair of the Student Complaints Appeal Panel from amongst the following categories of staff members:

- One faculty member from each College/School, nominated by the Dean<sup>1</sup>
- One staff member appointed by the Senate

(b) EITHER one postgraduate OR undergraduate student member appointed by the Panel Chairman from the student pool, administered under the Associate Provost (Student Life), which comprises two undergraduate and one postgraduate student nominated annually by each of the Colleges and Schools<sup>2</sup>

*Secretary* — Administrative staff appointed by the Associate Provost (Student Life)

No individual who has any prior involvement with a case may be a panel member for that case.

### 3. Period of Office

The period of office of staff members shall normally be two years while the period of office for student members shall normally be one calendar year.

(June 2023)

---

<sup>1</sup> The faculty members nominated by the Dean of each College/School are the same as those serving on the Student Complaints Panel.

<sup>2</sup> Where the complainant is a postgraduate student, the student member will be a postgraduate student; where the complainant is an undergraduate student, the student member will be an undergraduate student.