
Student Complaints Panel

1 Terms of Reference

The Student Complaints Panel will consider formal complaints referred to it by the Associate Provost (Student Life) under paragraph 27 of the Student Complaints Procedure, specifically:

- 1.1 To review all documentation relating to the complaint, whether provided by the complainant, the respondent, witnesses called by any party to the complaint, or independent witnesses;
- 1.2 To interview any relevant person or persons, including the complainant, the respondent or any witnesses;
- 1.3 Having considered all evidence, to report on its findings of fact in the matter;
- 1.4 To make a recommendation on the outcome of the complaint. Recommendations may include:
 - Dismissal of the complaint as unfounded; or
 - Proposal of a resolution to the complainant; or
 - Determination that the complaint is malicious, and proposal of disciplinary action against the complainant.
- 1.5 To complete its deliberations as quickly as possible, and normally within 30 days of receipt of the referred cases;
- 1.6 To inform the complainant and the respondent of its findings of fact and its recommendations.

2. Constitution

Chairman — Associate Provost (Student Life) or nominee

- Members*
- (a) Three members nominated by the Chair of the Student Complaints Panel from amongst the following categories of staff members:
 - One faculty member from each College/School, nominated by the Dean
 - Two staff members appointed by the Senate
 - Director of Student Development Services
 - (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 students nominated annually by each of the Colleges and Schools¹

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.

¹ 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.