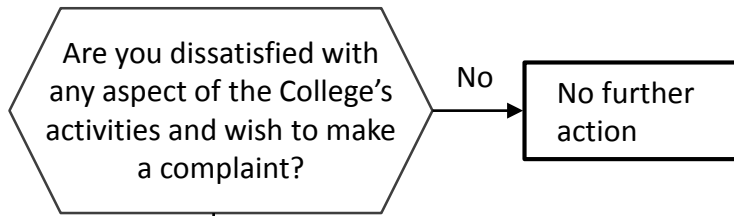
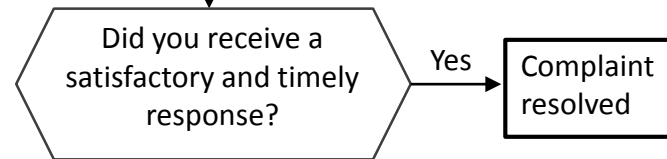


HE Student Complaints Procedure Summary Flowchart

**Stage 1
Informal**

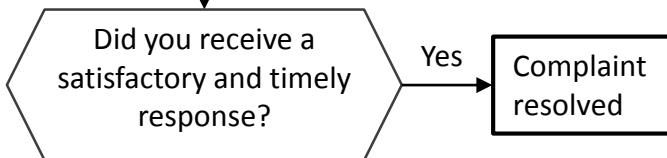


Speak to the tutor or to the person providing the service



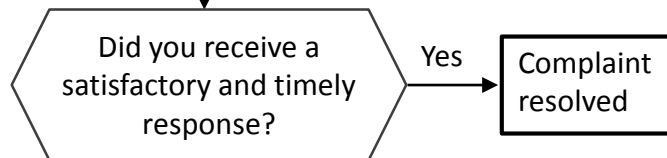
**Stage 2
Formal**

Complete a *Student Complaint Application Form* and submit for consideration



**Stage 2
Formal**

Student invited to attend Complaints Panel meeting. Outcome of meeting sent to student, stating whether the complaint is rescinded



**Stage 3
Internal
Procedures
Completed**

Student will receive a letter outlining the outcome of the complaint
 For Pearson BTEC Award: Letter will include details of OIA and COP letter
 For University of Bolton Award: The University will respond to the Student