

TITLE	REF	VERSION
Compliments, Comments and		

decide the best course of action in line with our internal management procedures. They will not receive an outcome or any further update regarding the complaint. However, HR may make contact to obtain further



- Oversight of the independent verification of complaint outcomes

Group Administration are responsible for

- Logging compliments, comments and complaints centrally
- Administration of



7. References

- Activate Learning Student Behaviour and Disciplinary Policy
- Learner Voice Strategy
- Education Act 1996
- Office of the Independent Adjudicator (OIA) good practice framework for higher education
- Article 8 of the European Convention on Human Rights
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