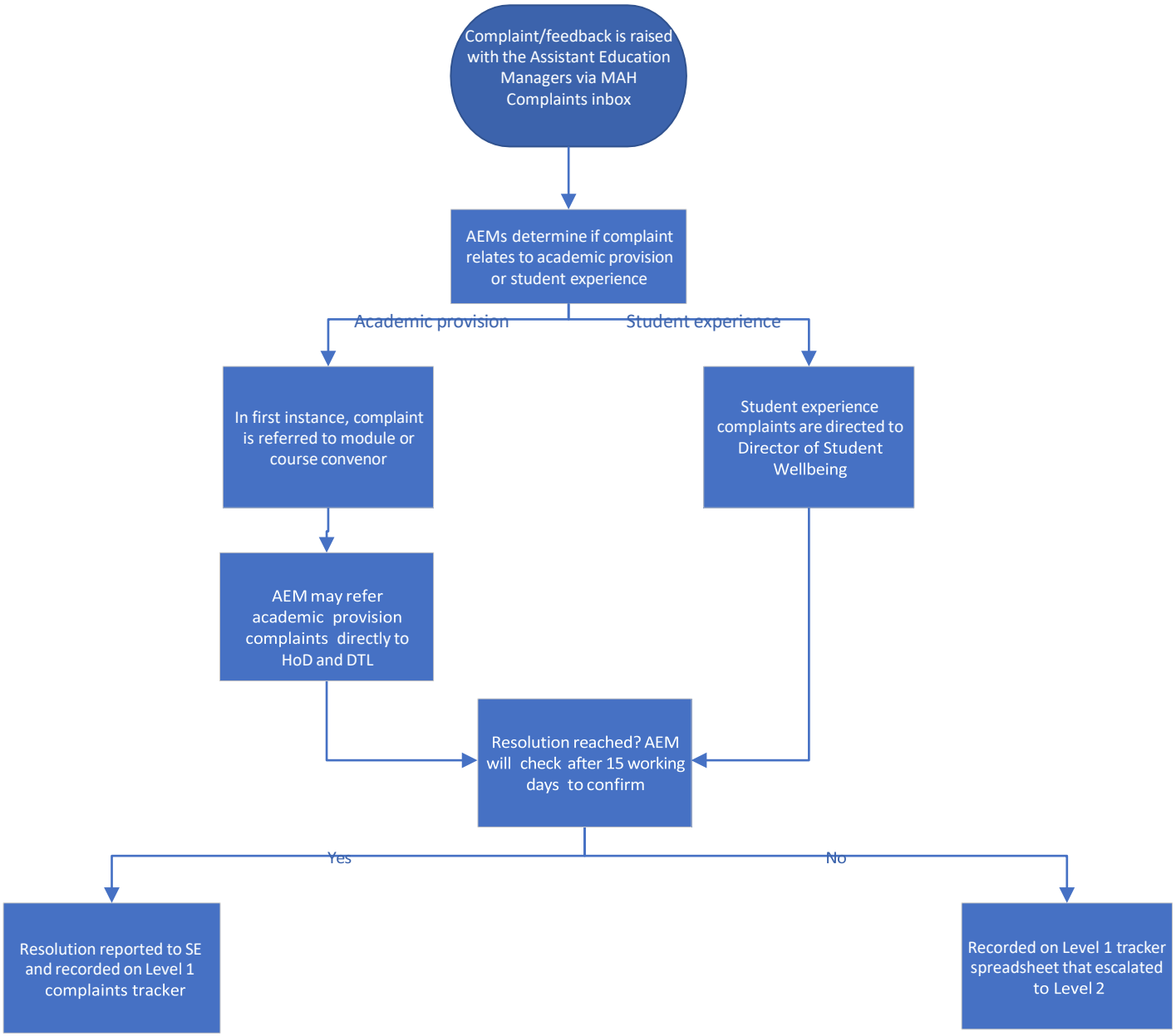
Complaint/feedback is raised with the Assistant Education Managers via MAH Complaints inbox
AEMs determine if complaint relates to academic provision or student experience
Academic provision
Student experience
In first instance, complaint is referred to module or course convenor
Student experience complaints are directed to Director of Student Wellbeing
AEM may refer academic provision complaints directly to HoD and DTL
Resolution reached? AEM will check after 15 working days to confirm
Yes
No
Resolution reported to SE and recorded on Level 1 complaints tracker
Recorded on Level 1 tracker spreadsheet that escalated to Level 2