UNIVERSITY OF
FORWARD
THINKING
WESTMINSTER

STUDENT COMPLAINTS

STUDENT USER GUIDE

Version 1.0

June 2019

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Document Version History

Version	Change Details	Author	Date
0.1	Document creation	Mel Johnson	Mar-19
0.2	Post UAT updates to each section and review by Stu3 developer	Mel Johnson	Jun -19
1.0	Issued version to UoW	Mel Johnson	Jun-19

1. Introduction

The Student Complaints process is managed in e: Vision.

This document details the online process for making a complaint and accessing your complaint case whilst it is being processed by the University. You can access your case online at any time and additionally may be prompted via email notification to log in to e: Vision to view or update details against your case.

2. Raise Complaint Case

You can raise a complaint via the online process in e: Vision if you believe they have a valid case which can be supported.

2.1. Create Complaint

1. Log on to e: Vision and select the *Raise Student Complaint case* link in My Profile > My Self-Service section of the page:
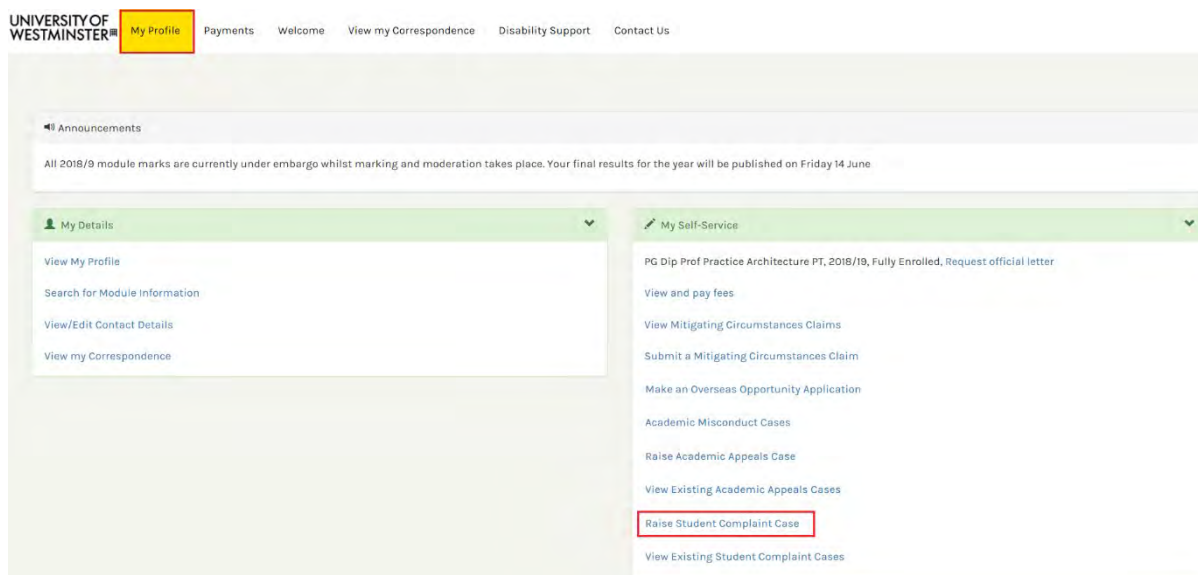
The system displays the *Raise Complaint* page which contains some important information about the Complaints Procedure.

Note that the complaint form should be submitted within 90 days of the incident as detailed in the Complaints Procedure. If your complaint has been made outside of these time limits please detail the reason for this and provide evidence where available in the *Time Limit* section of the form.

2. Complete the online form then click on the **Proceed** button.

STAGE 1 INFORMAL PROCESS

Please provide details of the action you have taken to try to resolve your complaint at the informal stage. It will be useful to include details of whom you approached to resolve your complaint and why you are dissatisfied with the Stage 1 informal outcome.

If you have not used Stage 1 of the complaint procedure and you submit this form, please be advised that you may be contacted and asked to raise your concern informally before your formal complaint can be considered.

In exceptional circumstances, where the serious nature of the complaint means that it would not be appropriate to attempt an informal resolution please explain why you consider this is the case.

> These are details of the actions I have taken to try to resolve my complaint at the informal stage.

Stage 2 Formal Complaint Statement

Your statement must set out all facts and arguments on which you wish to rely, please outline who or what is being complained about, a chronological order of the events that took place and the impact you have faced as a result.

Please be assured that any information you give us will be treated sensitively and in the strictest confidence.

> This is my statement of all the facts and arguments .

How do you propose that your complaint could be resolved to your satisfaction?

> This is how I propose that my complaint could be resolved to my satisfaction

TIME LIMIT

The complaint form should be submitted within 90 days of the incident as detailed in the Complaints Procedure. If your complaint has been made outside of these time limits please detail below the reason for this and provide evidence where available.

[Cancel]   [Proceed]

The case is saved and the system displays the *Complaint –View Case* page where is it possible to view the case information you have added and to enter further details prior to submission. It is recommended that you add any evidence or information regarding your complaint here - Go to document Section 3.2.1. Add Evidence and Information.

Note: If you do not wish to submit the complaint as yet, you can click on **Exit Complaints** or **Back to Case List** at the foot of the page:

- **Exit Complaints** button returns you to the main e: Vision menu
- **Back to Case List** button takes you to a dashboard of your complaints which displays the case you have just added

2.2. Submit Complaint

Click on the **Submit to Academic Standards Team** button in the *SUBMIT CASE* section for the *Complaint - View Case* page.

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Your case is submitted to the Academic Standards Team for review.

> **Note**: The Academic Standards Manager will review your complaint and determine whether or not there is evidence of permissible grounds. You will be notified of their decision within 20 working days of receipt of the complaint.

3. Manage Your Complaint Case

You will receive email notifications at various point during the complaint process which will prompt you to log in to e: Vision to view or update details against your case.

You can access your case(s) via the *Complaint - Cases List*.

3.1. Access Your Complaint in Your Case List

1. Log on to e: Vision and select the **View Existing Complaint Cases** link in My Profile > My Self-Service section of the page:

The system displays the *Complaints - Cases List* which contains complaint cases you have raised. From here you can track the *Stage* and *Status* of a case as well the member of the Academic Standards Team managing it.

Select the case by clicking on the **Case ID** link.

They system displays the *Complaint – View Case* page.

3.2. View and Update Your Case

The *Complaint –View Case* page displays the complaint details and the options to:

- **Add Information and Evidence** to support your case
- **View History** of your case

3.2.1. ADD EVIDENCE AND INFORMATION

Select **Add Evidence and Information** button in the *Information & Evidence* section of the *Complaint – View Case* page.

The system displays a *Note* field and the options to:

- **Save Note** (i.e. Add a *Note* without attaching supporting files)
- **Save Note & Upload Files** (i.e. Add a *Note* and attach supporting files)

Enter narrative text in the *Note* field then click the **Save Note** button to add the *Note* without attaching supporting files.

The system saves the *Note* and returns to the *Complaint –View Case* page where it is displayed in the *Information and Evidence* section of the page.

To attach supporting files to a *Note*, click the **Save Note & Upload Files** button instead.

The system displays the *Upload Evidence* page:

Click on the **Upload Document** button.

The system displays the *File Uploader* page:

Click on the **Browse My Computer** button to find the file to upload:
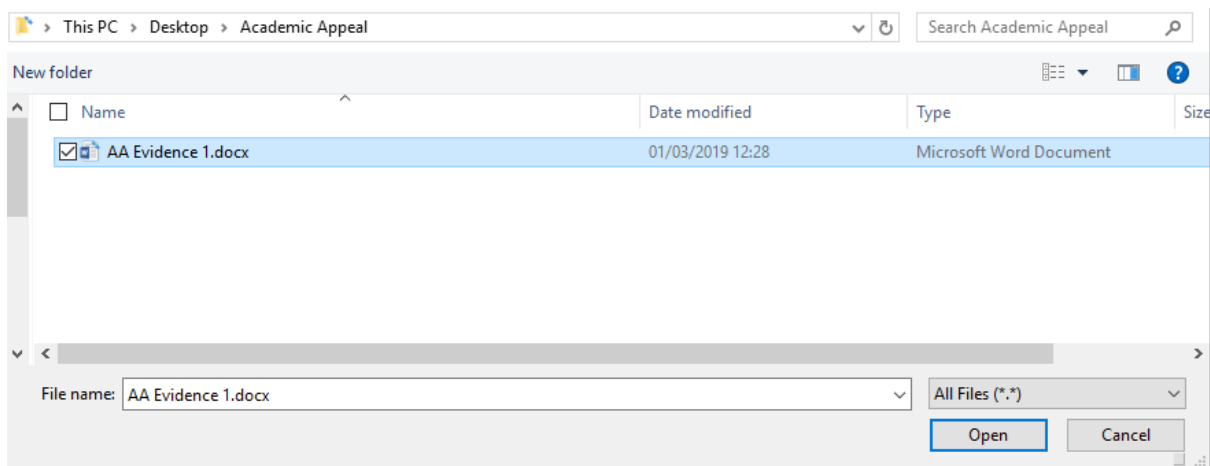
Click on **Open** to add the selected file

The system displays the file name in the *File Uploader* page in a state of *Awaiting Upload*

The file is **not** yet attached to the case.

Click the **Upload** button to attach the file to the case.
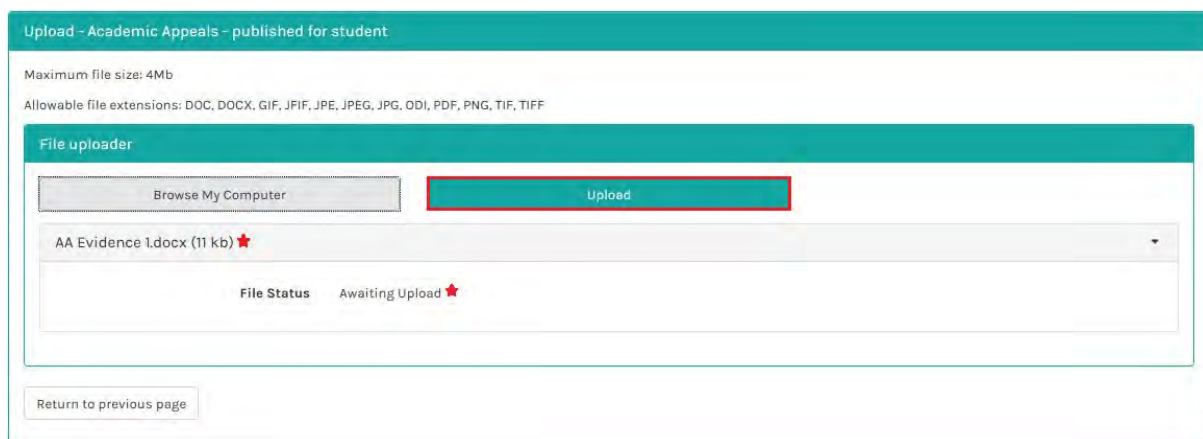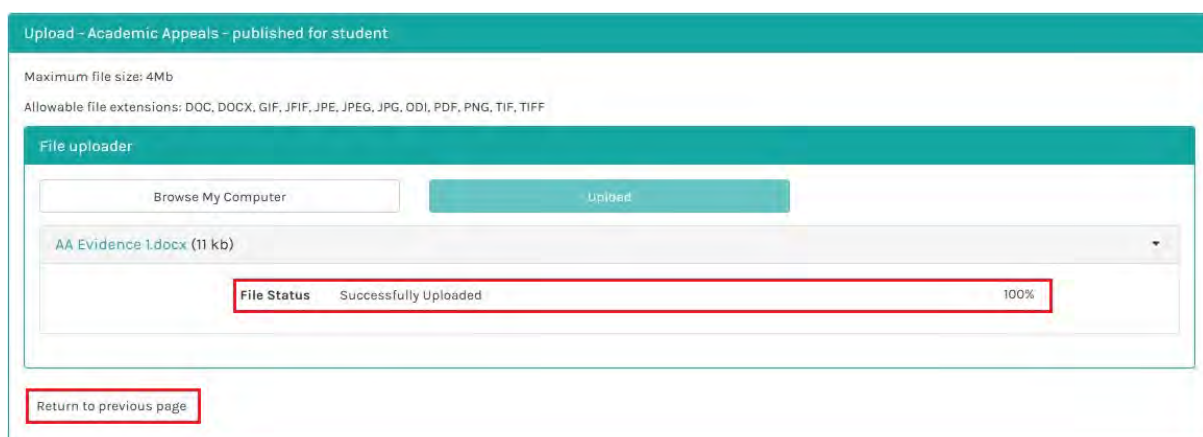

The system displays the file with a status of *100% Successfully Uploaded*

Click on **Return to previous to page** to view the *Upload Evidence* page which contains *Your Note and the Document List* (the file(s) you have uploaded).

💡 It is possible to add as many files to the *Note* as required via the **Upload Document** button.

💡 It is also possible to delete a file <u>before</u> clicking the Next button by selecting the option **Delete Document** (beside the file name).

Click on the **Next** button to return to the *Complaint - View Case* page.

The system uploads the information and evidence to the case and displays the *Note*:

⚠️ Only *Notes* for the active stage are displayed on the *Complaint - View Case* page.

3.2.2. View History

Click the **View History** button to view <u>all</u> *Evidence and Information* (i.e. added at any stage in the complaint process).

The system displays the *View Case History* page which contains per stage the list of *Notes.* Against each *Note* the following is displayed:

- Who is able to view the *Note* (e.g. Student, Staff)
- Who created the *Note* and when
- *Note* details
- Linked files

Click on the **Back** button to return to the *Complaint - View Case* page.

3.2.3.Raise a Stage 3 Appeal

If your case has been closed further to initial review by the Academic Standards Team, you will have an opportunity to raise an appeal against the decision.

1. Click the **Stage 3 Appeal Against the Formal Complaint Decision** button in the *Complaints Details* section of the *Complaint - View Case* page.

The system displays *Stage 3 Appeal Against the Formal Complaint Decision* page. This contains important information about the Stage 3 Appeal procedure.

1. Select **Grounds for appeal** by clicking on the appropriate checkbox(es) and enter a **Statement** supporting your request for Appeal.
2. Click on the **Proceed** button.

Stage 3 Appeal Against the Formal Complaint Decision

IMPORTANT – PLEASE READ THIS SECTION CAREFULLY

Should you be dissatisfied with the outcome of the Stage 2 Formal Complaints investigation you have the right to request the Deputy Registrar (Quality and Standards) to refer the matter for consideration by a Student Complaints Appeal Panel.

- Your Stage 3 Appeal must be received within 10 working days of notification of the Stage 2 decision. Late applications will not be considered.
- The Stage 3 Appeal will only be considered on the grounds as set out below and if submitted within the deadline.
- The completed form must stipulate clearly and unambiguously the grounds upon which the request is based, and include a comprehensive statement explaining why the grounds have been met.
- **You are strongly advised to consult with the Students' Union before completing this form. Please e-mail suadvice@westminster.ac.uk for an appointment.**

About You

Student	Joe Test	School	Architecture and Cities	College	Design, Creative and Digital Industries
Course	PG Diploma Professional Practice in Architecture PT			Name of Course Leader	A Bloggs
Stage	2				

Grounds for appeal *

Grounds for appeal *

- ☐ that there was a material irregularity in the consideration of the academic appeal at Stage 2
- ☑ that new evidence has come to light to support the appeal which could not reasonably have been made available at the time the appeal was submitted.
- ☑ that the outcome was manifestly unreasonable in light of the evidence
- ☐ that no reasons for the decision were given, or that the reasons given do not support the decision

'Material irregularity' means the University has not acted in accordance with its own regulations or procedures, or has not acted with procedural fairness, and that this failing on the part of the University is so significant that it has had a material impact on the outcome. I.e. had it not been for this failing the outcome would probably have been substantively different.

Statement

You must state clearly the reason why you are submitting this request and explain why the grounds have been met. Please include a comprehensive statement with specific details. Please explain how you propose that your complaint could have been resolved to your satisfaction.

Please be assured that any information you give us will be treated sensitively and in the strictest confidence.

Statement

This is my statement clearly defining the reason why I am submitting this request and explaining why the grounds have been met.

[Back]   [Proceed]

The system displays the *Provide Evidence* page where it is possible to upload evidence to support your appeal –Go to document Section 3.2.1. Add Evidence and Information.

1. Click on the **Next** button.

The request is submitted to the Academics Standards Team.

The system returns to the *Complaint - View Case* page where the:

- *Complaint Details* section is updated with the appeal request information
- *Information & Evidence* section is updated with a new record (*Appeal Statement*):

3.2.4. Respond to Meeting Notification

If the outcome of a Stage 3 investigation is that your complaint is fully or partly justified, your case will be moved to Stage 4 and you will receive notification of meeting invitation.

Stage 4 always involves a Hearing which you and appropriate staff are invited to attend.

1. Go to the *Meetings* section of the *Complaint –View Case* page to view the date, time and location of the meeting.

2. Click on the **Respond to Invitation** link in the *Actions* column.

The system displays the *Respond to Meeting Invitation* page.

1. Select whether or not you can enter the meeting.
2. If you are attending and would like to bring a friend, enter the name.
3. Add supporting information to the text box and click the **Next** button when complete.

'Friend' is defined as a currently registered student of the University, a sabbatical officer of the University of Westminster Students' Union, or member of University staff. If you add a friend please include their **Student ID** or **Staff ID** in the *Name of Friend* field.

Respond to Meeting Invitation	

Student and course

Student	Joe Test	School	Architecture and Cities	College	Design, Creative and Digital Industries
Course	PG Diploma Professional Practice in Architecture PT			Name of Course Leader	A Bloggs
Stage	4				

Meeting Time	11:30
Meeting Date	21/Jun/2019
Meeting Location	Room 5, University of Westminister, 100 Great Portland Street
Will you attend this meeting?	Yes
Name of friend	Harry Haribo

Please provide some additional details below:

- If you will be accompanied by a person at the Hearing please confirm the relationship of the person.
- Confirm the name and relationship of any witnesses that you wish to call during the hearing.
- Provide any additional evidence that you wish the Academic Appeal Panel to consider that has not previously been submitted at stage one or stage two of the Academic Appeal process.
- Provide an indication of the outcome you are seeking the scope of the regulations.

Harry is registered on the same course and is a friend.
Please consider the additional information I have provided.

[Back]   [Next]

The Academic Standards Team is notified of your invitation response.

The system returns to the *Complaint - View Case* page where a record of your response is added to the *Meetings* section of the page.

Meetings						

Date	Time	Location	Student Accepted Invite	Nominated Friend	Additional Information	Actions
21/Jun/2019	11:30	Room 5, University of Westminister, 100 Great Portland Street	Yes	Harry Haribo	Harry is registered on the same course and is a friend. Please consider the additional information I have provided.	Respond to Invitation

Note: It is possible to update your response by clicking on the **Respond to Invitation** link where you will be returned to the *Respond to Meeting Invitation* page.