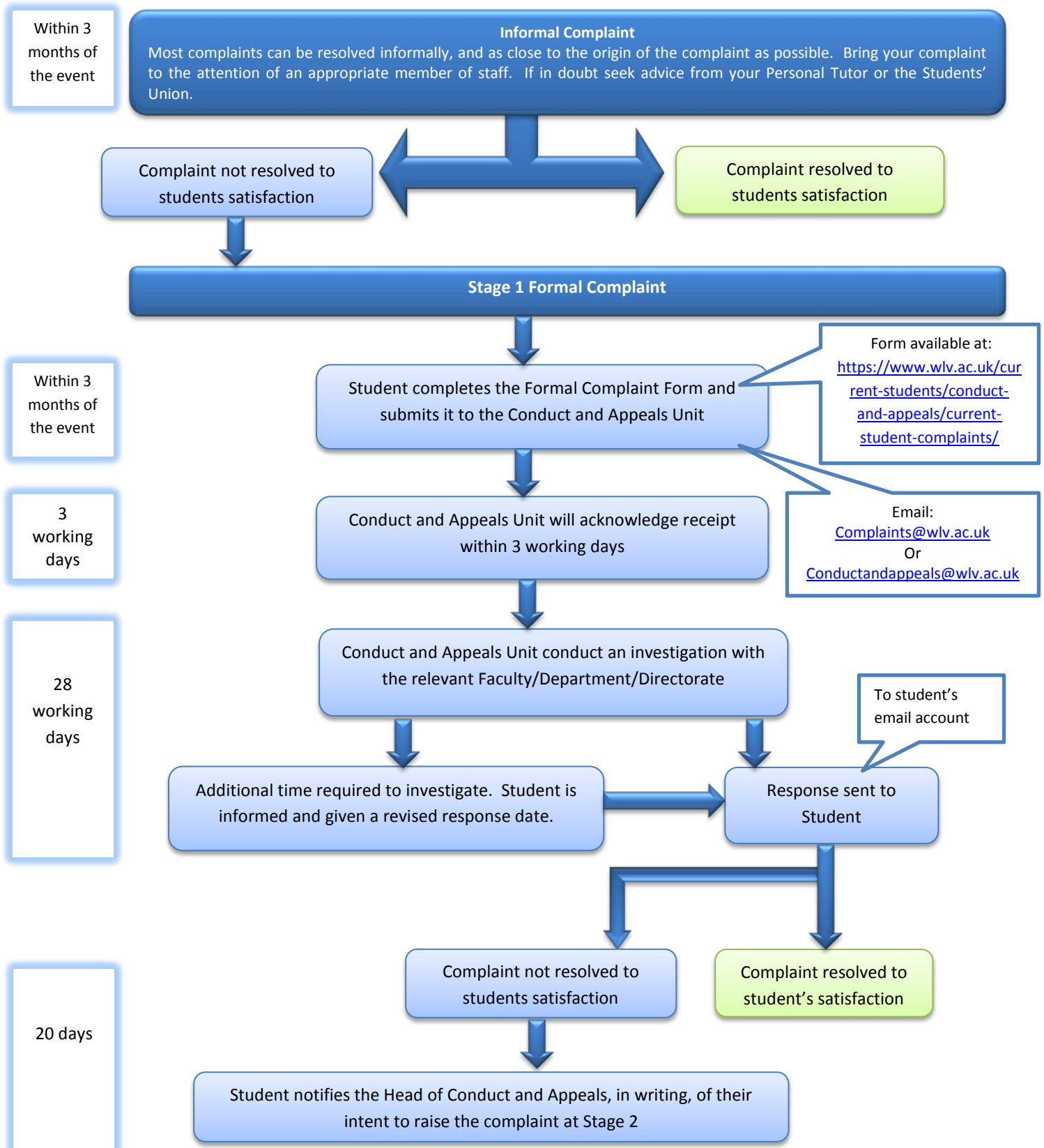


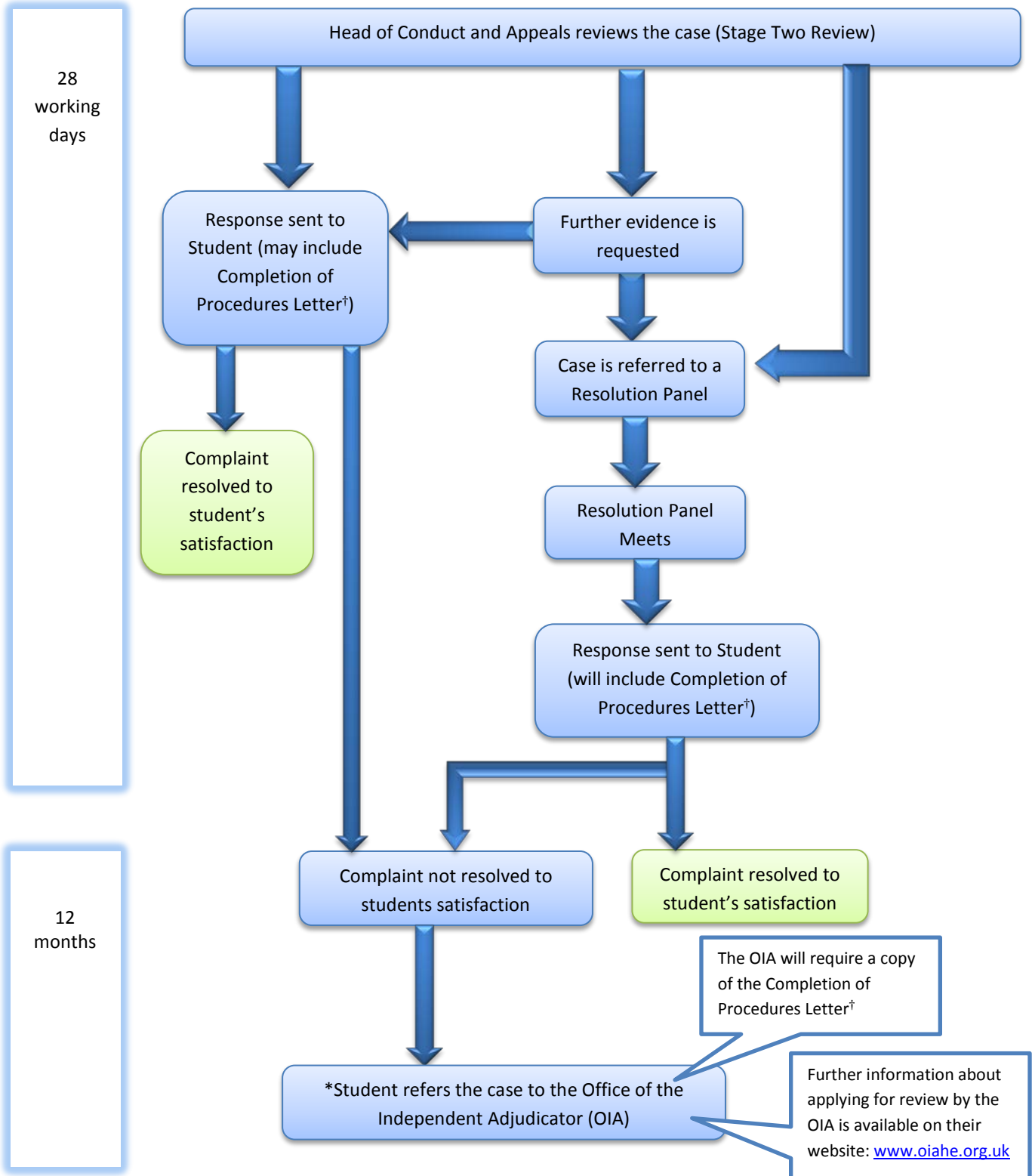
University of Wolverhampton Student Complaints Procedure: Flow Chart

The University is committed to high standards of service and the quality of teaching and learning. However, it is accepted that students may have complaints relating to their course or the services and facilities provided by the University. There may also be times when an issue may arise with other students or members of staff. The University takes such complaints seriously and will deal with them without recrimination and in a confidential manner. The University is committed to continuously improving our standards and constructively handling any complaints, taking any reasonable action to ensure that similar situations do not occur in the future. It is hoped that most complaints can be resolved by the informal process. The following diagram summarises the University's Student complaints procedure. Complaints should be identified and investigated as soon as possible after the problem becomes known. **Complaints must be lodged within 3 months of the event.** For full details go to <https://www.wlv.ac.uk/current-students/conduct-and-appeals/current-student-complaints/>



University of Wolverhampton Student Complaints Procedure: Flow Chart

Stage 2 Formal Complaint



† A Completion of Procedures Letter is issued when all stages of the University procedures have been exhausted

* Referral to the OIA must be made within 12 months of the date of the Completion of Procedures Letter