

**Timescales**  
You need to make your complaint no later than 20 working days from when the matter you are complaining about happened, or from when you have completed attempts at informal resolution. We may accept a complaint after this time limit if you provide evidence to show you had a good reason for not making the complaint earlier

## Flowchart of processes for student complaints about staff behaviour

**A student has a concern about the behaviour of a member of University staff**

**Unsure whether to make a complaint?**  
[The Complaints team](#) can advise on:  

- The stages of the complaint process
- Confidentiality
- What measures can be put in place to support and protect you
- Possible outcomes
- Timeframes for investigations

**Anonymous feedback**  
**How to initiate**  
If a student does not wish to make a formal complaint the student can complete the Report and Support form.

**What happens next?**  
If the student chooses the option to receive support, a member of xx will contact them to provide further information

**Receiving the outcome**  
Due to the anonymous nature of the feedback the student will not receive any outcome through this method of reporting

**Informal Resolution**  
**How to initiate**  
A student can approach the member of staff themselves, or a more senior member of staff within the school/department, in person or by email

**What happens next?**  
The staff member may request further information from the student. The detail of the concern will be shared with the relevant staff member if the student has initially contacted another staff member

**Receiving the outcome**  
The student will receive a response from the staff member they contacted confirming any action that has been taken

**Next steps**  
If the student is dissatisfied with the outcome, they can submit a formal complaint within 20 working days

**Formal Complaint**  
**How to initiate**  
If informal resolution was not possible, the student can make a formal complaint using the [Student Complaints procedure](#), by emailing [complaintsAdvice@port.ac.uk](mailto:complaintsAdvice@port.ac.uk)

**What happens next?**  
The complaints team will acknowledge the complaint and confirm:  

- The next steps of the process
- How interaction with the staff member will be limited
- When the staff member will be informed
- The likely timeframe for the investigation
- Whether the investigation will be carried out under the Student Complaints procedure or the HR disciplinary procedures

**Investigation meeting**  
The student will be requested to attend an investigation meeting with the investigator to ensure the full detail of the complaint is captured.  
The investigator will be impartial.  
The student can bring a supporter to the meeting.

**Case updates (Student Complaints Procedure)**  
The student will be updated if there is likely to be a delay – investigations are usually completed within 30 working days

**Case updates (HR Disciplinary Procedure)**  
The student will normally receive a case update every few weeks – investigations can take a few months if they are complex

**Receiving the outcome (Student Complaints Procedure)**  
Once the investigation is completed, the student will receive a copy of the formal investigation report

**Receiving the outcome (HR Disciplinary Procedure)**  
Once the investigation is completed, the student will receive details of the outcome and any action or remedy that has a direct impact on the student

**Review stage**  
If the student is dissatisfied they may [request a review](#) within 10 working days of the decision. The review will look at the University's handling of the complaint and will not re-investigate the staff member

**Complaint to the OIA**  
If the student is dissatisfied with the review outcome the student has 12 months to raise a complaint with the [Office of the Independent Adjudicator for Higher Education](#) (OIA)