

Complaint Procedure for Students

Introduction

The Complaint Procedure for Students is designed to provide a fair and timely resolution of complaints filed by students against the University. This procedure applies to all students who have been aggrieved by a decision or action taken by the University.

The process begins with the filing of a complaint with the Office of Student Affairs. The complainant must file a written complaint within 30 days of the date of the alleged violation. The complaint must be signed and dated, and must include a clear statement of the facts giving rise to the complaint, the name of the student being complained against, and the specific policies or procedures violated.

The Office of Student Affairs will review the complaint and determine whether it meets the requirements for filing. If the complaint is filed within the time limit and contains the required information, it will be forwarded to the appropriate committee for investigation. The committee will conduct a thorough investigation and issue a report to the Office of Student Affairs.

If the committee finds that there has been a violation of the student's rights, it will recommend a resolution to the Office of Student Affairs. The Office of Student Affairs will review the recommendation and take appropriate action. If the student is dissatisfied with the resolution, he or she may file an appeal with the Office of Student Appeals. The Office of Student Appeals will review the appeal and make a final decision.

The Office of Student Appeals will consider the following factors in making its decision:

- The facts of the case, including any relevant evidence and witness statements.
- The applicable policies and procedures of the University.
- The student's right to due process, including the right to a hearing and the right to present evidence and witnesses.
- The student's right to privacy and the right to confidentiality.
- The student's right to receive a fair and impartial hearing.

The Office of Student Appeals will issue a final decision within 30 days of the filing of the appeal. The decision will be final and binding on both parties. If the student is still dissatisfied with the decision, he or she may file a complaint with the Office of Civil Rights or the appropriate state or federal agency.

X } u %o o] v v š • œ œ %o š š } Z œ š } š Z Student œ •] š Ç – • } }

[Behaviour in Appeals and Complaints](#)

Whom is this Procedure for?

(1) d Z] • W œ } µ œ u Ç µ • Ç

(a) / v] À] StudentsV } œ

(b) ' œ } µ %o Students Á Z } Á] • Z š } } u %o o] v } µ š š Z • u u © œ v Á Z } i }] v š } u %o o] v š X

(2) t Z v P œ Students • µ u] š • } u %o o] v š U š Z hv] À œ •] š Ç Á] oo • I š Z P } (š Complainants š } š • P œ } µ %o œ %o œ • v š Ÿ À X d Z hv] À œ •] š Ç Á] oo P œ } µ %o œ %o œ • v š Ÿ À v œ %o š • š Z P œ } µ %o œ Complainants v š Ÿ À š } œ š Z P œ } µ %o X

What is this Procedure for?

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(b) d Z Student's œ %o œ] v } (š Z Service %o œ] (Ç) œ } v Z o (} (š Z hv]

(c) v u] %o œ š u v š U } o o P U . v v • œ À] U } œ %o œ } (••] } v o

(d) d Z ' µ Ç } (• µ %o œ À] •] } v U š Z œ œ v P u v š • (} œ š Z] v P U } œ • • u v š • X

What is this Procedure not for?

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(b) } u %o o] v š •] v à } o à] v P Misconduct PC Student [Student Discipline Procedure](#)

(c) [Complaints](#) œ o Ÿ v P š } š Z Z à] } µ œ } (v] v] à] µ o

(d) } u %o o] v š •] v à } o à] v P [sexual violence](#) Ÿ } v } (

(e) } u %o o] v š • } µ š u] ••] [Admissions Regulations](#)

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(6) } u %o o] v š u Ç u À v](o P o U } μ OE š U } OE š OE] μ v o %o OE}](W} o]]v À • Ÿ P Ÿ} v]v š} u © OE OE o š š} š Z } u %o o]v š]•]v Z} Á À OE U š Z h v]À OE•]š Ç Á]oo μ•μ oo Ç • μ•%o v š Z]v À • Ÿ P Ÿ} v } (š Z o P o U } μ OE š U } OE š OE] μ v o %o OE}]v P• } OE š Z W} o]]v À • Ÿ P

(7) Students OE v } š %o OE u]© š}]v] Ÿ š u} OE š Z v } v } OE u o %o OE} μ OE • u } OE OE o š u © OE•X / (š Z]• } μ OE•U š Z ^ š Students} v } W μ š K 8 Á]

(a) d Z %o %o OE } %o OE] š %o OE} μ OE š} } oo } Á V } OE

(b) d Z } OE OE]v Á Z] Z š Z %o OE} μ OE • OE š} } oo } Á X

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8. t Z v %o %o OE } Complainant u Ç • I À] (OE} u W

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(b) u] • š + V

(c) d Z ^ š μ v š • - h v} } v ~ • [Behavioural Discipline @ Durham SU](#) Z] Z } + OE •]v %o v v š À] } OE À} Ç X

(9) A Complainant u Ç • I À] (OE} u š Z ^ š μ studentcases@kent.ac.uk } v } u %o o]v š • - %o OE} μ OE • v %o OE} • • •]v OE o Ÿ} v š} š Z]• W OE}

Representation

(10) / v v Ç u Ÿ v P Z o Á] š Z h v]À OE•]š Ç • Complainant OE • š Z • OE OE Z š μ OE U } u %o v] Ç μ OE OE v š u u OE } (š Z h v]À OE•]š Ç } u u μ v]š Ç } OE d Z h v]À OE•]š Ç } • v} š v} OE u oo Ç %o OE u]š o P o OE %o OE • v š Ÿ} v š OE μ • š • Ç } u %o o]v v š • } OE o P o OE %o OE • v š Ÿ} v Á]oo š I v Ç š Z h v]À OE•]š Ç ^ OE v} u]v • v Á] š o š Z h v]À OE•]š Ç - • • } o]• OE Ÿ} v X

(11) d Z h v]À OE•]š Ç } • v} š } v • Students} v • •] OE %o (y OE v š o P o À] OE • %o š } (} u %o o]v š Students] • •] OE Ÿ} v Ç v š } • š } (š Z Ç Z } } • š } } • X

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(20) o o } u %o o]v š • Á] o o o š Á] š Z Complainants V} pXo , } Á} š A V OE U

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(b) Respondents Á] o o]v {}OE u } (š Z } μ š } u } (} u %o o]v š V

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Resolving Complaints Directly

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Early Resolution Stage

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