HUGHES HALL
UNIVERSITY OF CAMBRIDGE

Student Grievance Policy

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Executive Summary

This policy encompasses the student complaint process for personal grievances relating to matters under the College's control, such as academic progress or personal wellbeing. Complaints are resolved at three levels:

- Informal (through the responsible staff member or Tutor)
- Formal (via the Dean)
- Appeal (carried out through the Vice President's Office and an Appeal panel/single reviewer)

Policy owner: Senior Tutor	Version number: 2.0
Effective date: 17/12/25	Date of review: 12/28
Approving body: Council	Location: website

1. Policy Purpose

1.1 The purpose of this policy is to provide a process for resolving complaints raised by current students.

1.2 The procedure has three stages: Informal, Formal, and Appeal. Before making a complaint, complainants should read the procedure. All complainants are encouraged to seek support from the College Tutor before raising a complaint and throughout the process.

1.3 The College seeks to handle complaints fairly and without bias. Decisions are based on the balance of probabilities using the evidence provided. Students will not be penalised for making a genuine complaint, whether or not it is upheld. All decisions will be reasonable, fair, and transparent.

1.4 No student will be disadvantaged by making a genuine complaint. However, the College expects that students will not make frivolous, vexatious or malicious complaints and may take action against any such offences.

2. Scope

2.1 This policy applies to matters of dissatisfaction raised by current students about any matters under the control of the College which affect the academic progress or personal wellbeing of any student(s). It does not apply to matters of College policy; such issues should be raised through the MCR.

2.4 If a complainant requests confidentiality, this will be respected as far as possible in the investigation of the complaint. Investigation often requires sharing necessary details with relevant people, but the complainant will be kept informed of this throughout the process.

2.5 Students are welcome to seek advice as appropriate from relevant people, including:

- Their College Tutor
- MCR Committee members, e.g. President or Welfare Officer
- Students' Unions' Advice Service
- Director of Studies (BA, etc), Course Director (Masters) or Supervisor (PhD)

However, the College maintains the right to follow its own procedures.

2.6 The timelines listed in this procedure can be extended at the college's discretion.

2.7 Any reference in this procedure to a College officer or other named role includes a deputy appointed by that officer or role-holder to exercise the functions assigned to that officer under this procedure.

3. Definitions

Complaint	Grievance brought by a college student
Complainant	Refers to the student, without prejudice concerning the validity of the grievance
Completion of Procedures letter	A letter that confirms the end of the College's internal proceedings, following which, a student may be able to raise a complaint with the OIA

4. Responsibilities

4.1 The Senior Tutor, in consultation with the Dean, will review and monitor the policy on a three-yearly review cycle.

4.2 The Dean will monitor all complaints and decisions made under this policy and will produce an annual report summarising the anonymised decisions, remedies, and recommendations (including the implementation of these). The annual report shall be submitted to the College Council.

5. Policy Statement

5.1 Informal Stage

5.1.1 For practical issues, students should first speak to the relevant staff member (e.g., Head of Facilities for maintenance, Head of Domestic Operations for accommodation or catering, Head Porter for portering). If they are unsure who to contact or feel uncomfortable approaching that person, they should speak to their College Tutor. The staff member or Tutor will try to resolve the matter. Students are encouraged to stay in touch with their Tutor throughout the process.

5.1.2 For any other matter the complainant should speak first to their College Tutor, who will follow it up informally and report back to the student. If the complaint is against their Tutor, the student should speak to the Senior Tutor or a Deputy Senior Tutor.

5.1.3 Students should raise their complaint as soon as possible, and no later than 20 working days after the issue occurs. The staff member or Tutor should respond within 15 working days. If they cannot meet this deadline, they must inform the student in writing, explain the delay, and give an expected date to receive the response.

5.2 Formal Stage

5.2.1 If the complainant is unsatisfied with the response of the informal stage, they may bring their complaint formally by writing to the Dean within 20 working days of receiving the response. The complainant must submit any relevant documents with their complaint. The Dean will acknowledge receipt and will review the complaint to determine if the complaint should be considered under this policy or another policy and will confirm this decision within five working days. Complaints or evidence submitted outside this timeframe will not be accepted unless there is a valid reason for delay, supported by evidence, which will be judged on a case-by-case basis by the Dean.

5.2.2 Where the Dean considers that matters raised within the complaint would be more appropriately considered under alternative policies/procedures, the Dean will inform the complainant about which matters will be considered under which procedure. In some circumstances, it may be necessary to suspend one procedure pending the completion of another.

5.2.3 If the complaint is against the Dean, the formal complaint should be submitted to the Bursar, who will act as Dean for this complaint or appoint another Fellow to do so.

5.2.4 If the complaint is considered under this policy, the Dean will investigate the complaint and may or may not meet individually with the complainant and other parties as part of the investigation, or collect further evidence. This is at the Dean's discretion and where the Dean believes it to be beneficial to do so. Any students summoned to speak to the Dean

(whether the complainant or others) may be accompanied by another member of the college or university.

5.2.5 The Dean will prepare a report setting out the process that has been followed, the information that has been gathered, the conclusions that have been drawn, and any recommendations within 20 working days. Any recommended remedy should be implemented without delay.

5.2.6 The Dean will keep records of formal complaints and their outcome.

5.3 Appeal

A single reviewer appointed by the VP

5.3.1 If the complainant remains dissatisfied, they may appeal, on the grounds that:
(a) a significant procedural irregularity occurred, or
(b) new evidence became available which, for valid reasons, could not have been submitted earlier, or
(c) the outcome of the formal stage was unreasonable

The appeal must be submitted in writing to the Vice-President (or a delegated deputy), stating clearly the reason for the appeal referencing the relevant grounds above, and within 20 working days of receiving the formal outcome. If this is not possible, the complainant must give notice of appeal and the reason for requesting a delay. Complainants are encouraged to engage with support from their Tutor when preparing an appeal.

5.3.2 Alternatively, if the complainant is dissatisfied with the decision but does not believe the reasons for the dissatisfaction would meet the grounds for a Review, the complainant can request a Completion of Procedures letter.

5.3.3 Where the request for an appeal has been submitted, the Vice-President will determine if it has been made on the specified grounds, and within the timeframe. Where the request is considered eligible, in whole or in part, the Vice-President will appoint a Fellow who was not involved in the case to be the Reviewer. Where a request cannot be considered a Completion of Procedures letter will be issued.

5.3.4 The Reviewer will review the appeal request, the formal stage information, the decision, and any new evidence, and may ask for more details. Any new information not previously seen by the complainant will be shared with them, and they will normally have five working days to comment before the Reviewer makes their decision.

5.3.5 Following consideration, the Reviewer will have the power to either:
(a) uphold the complaint in whole or in part and require such remedies as necessary; or
(b) dismiss the request for an appeal and confirm the Dean's decision.

5.3.6 The complainant and the Dean will receive the Reviewer's decision and the reasons for the decision, in writing, normally within 20 working days of submitting the request for an appeal. This is the final stage of the College's internal process and the complainant will be issued with a Completion of Procedures letter.

5.3.7 Any further appeal must be addressed to the Office of the Independent Adjudicator, see www.oiahe.org.uk

6. Associated Documents

6.1 Disciplinary Policy (Students) - Policies and documents - Hughes Hall

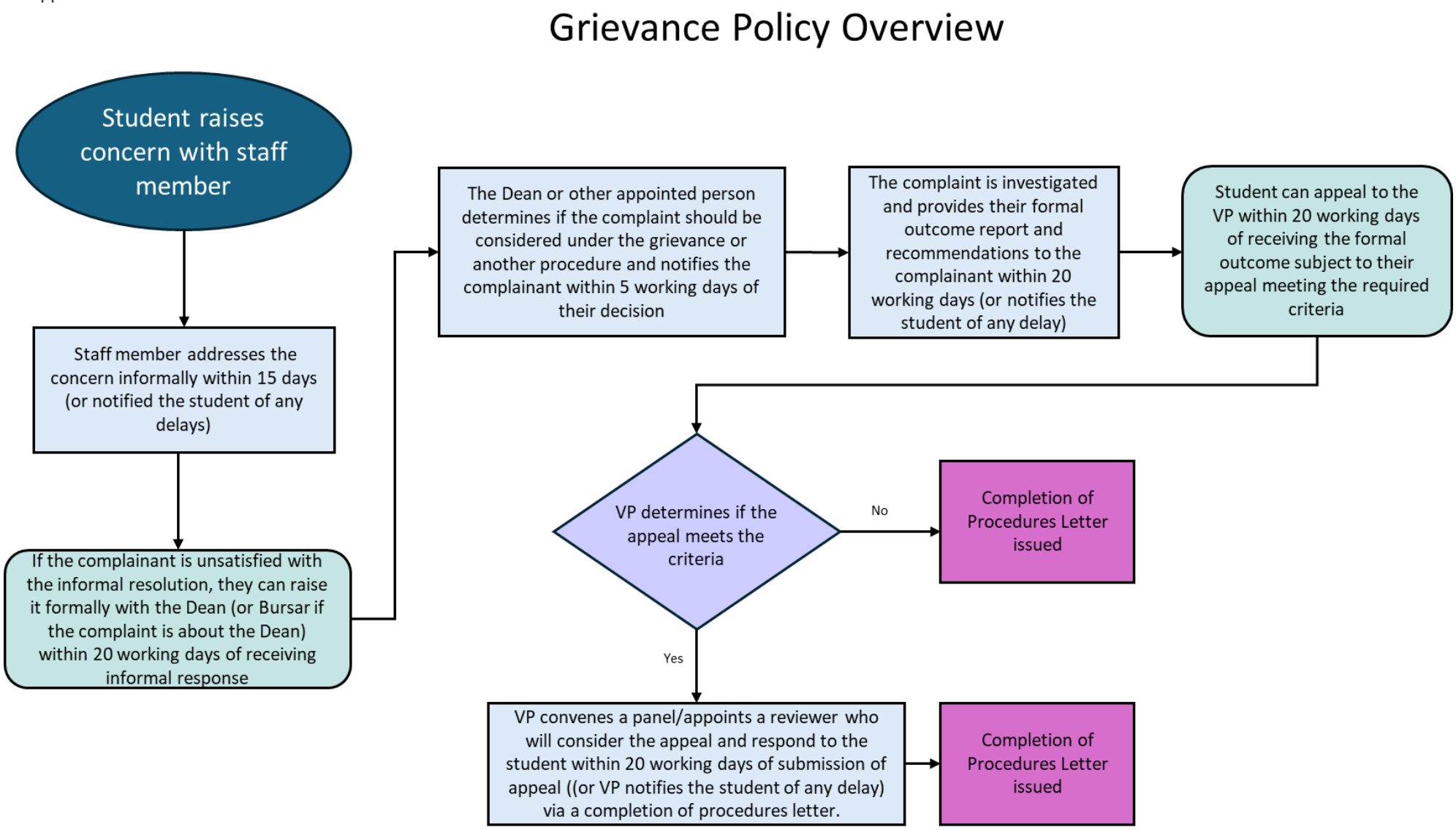
6.2 Harassment and Sexual Misconduct Between Students Policy and Procedure - Policies and documents - Hughes Hall

6.3 University complaints Student Complaints | Student Complaints

6.4 Office of the Independent Adjudicator for Higher Education - OIAHE

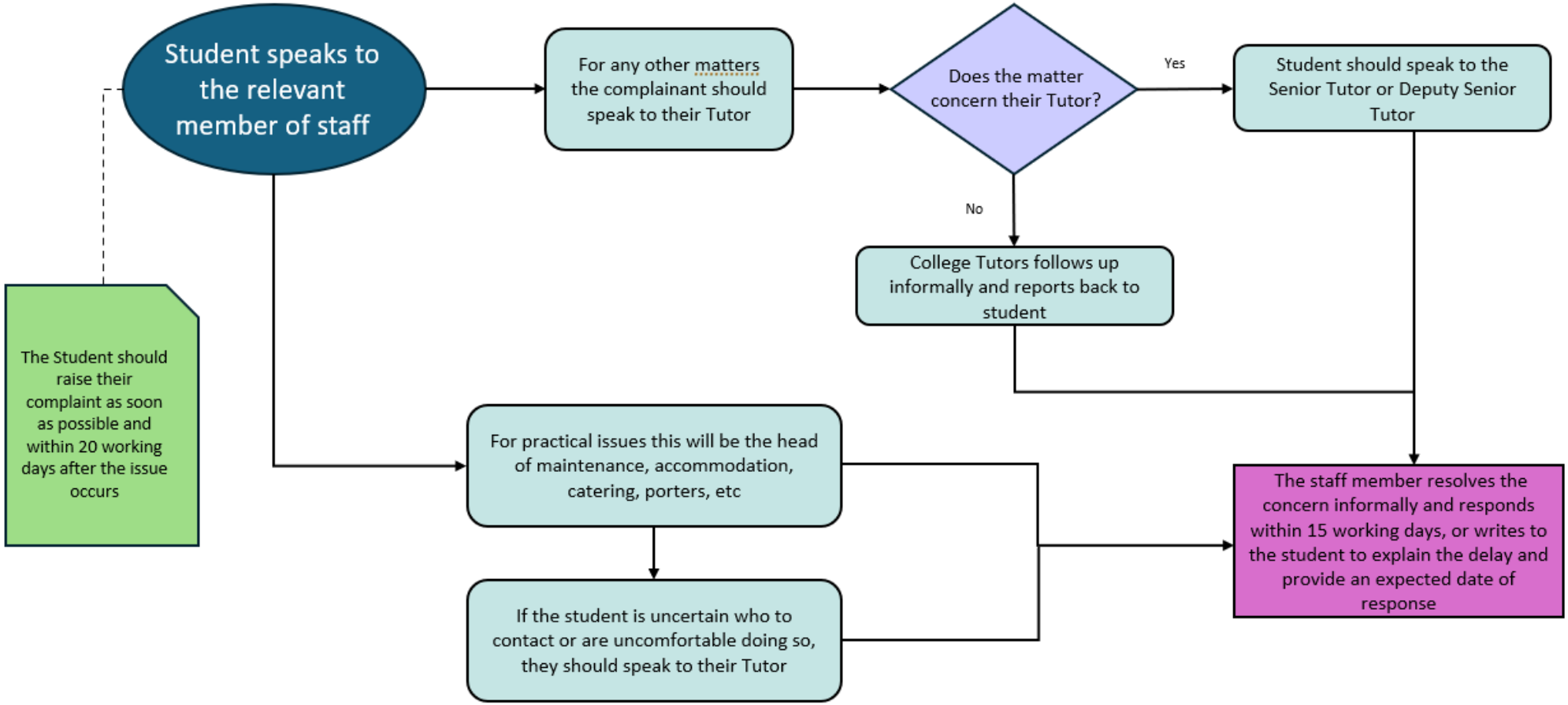
7. Appendices

Appendix A



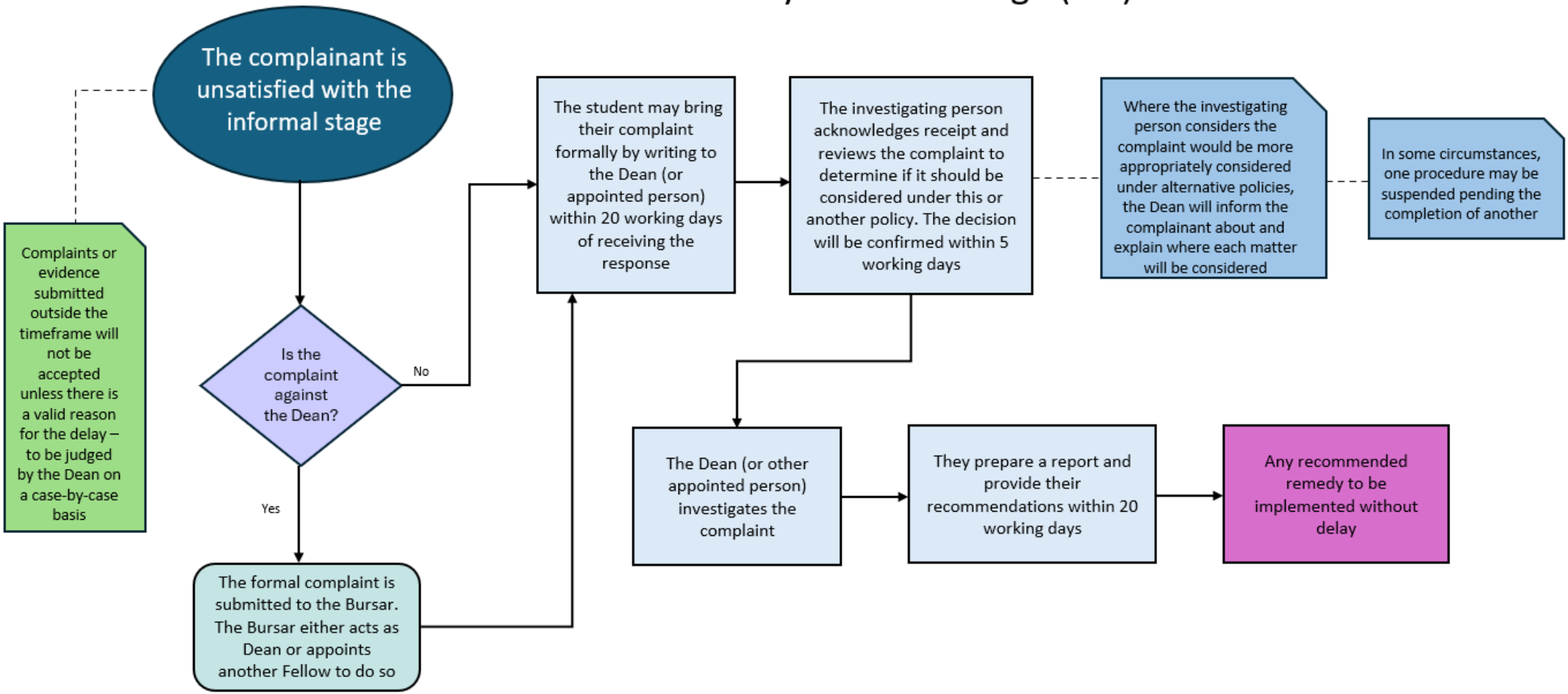
Appendix B

Grievance Policy – Informal Stage (5.1)



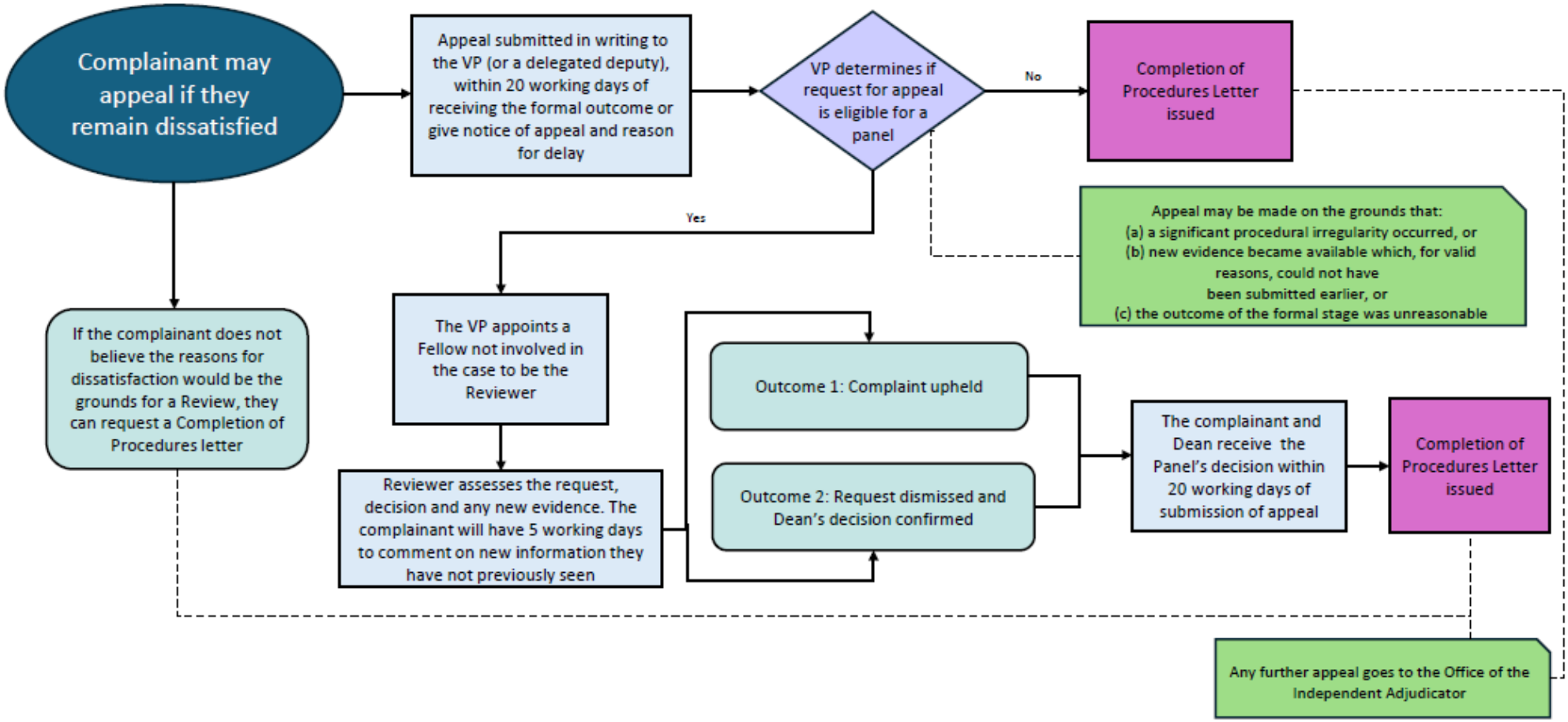
Appendix C

Grievance Policy – Formal Stage (5.2)



Appendix D

Grievance Policy - Appeal (5.3)



8. Implementation / Communication / Training

8.1 Relevant training is available via OSCCA (http://www.studentcomplaints.admin.cam.ac.uk).