



STANDARD OPERATING PROCEDURE FOR COMPLAINT REGARDING EXAMINATION

1. Students are informed of the process using a message on Vula
2. Form downloaded from Vula and completed.
3. Completed, signed form is placed in an envelope and sealed.
4. Student signs across the sealed envelope
5. The envelope is dropped in a locked postbox located in the department on the J floor
6. The complaint is read by the Course Convener
7. After the necessary investigation of the complaint has been concluded the Course Convener writes a response and then discusses the matter with the HOD
8. Once the HOD has responded to the complaint a final plan is recorded on the form.
9. The forms are kept securely in the office of the Course Convener (risk of loss) or administration staff (not confidential, risk of victimization)???
10. Once the matter has been resolved the complaint is “signed off” and the complaint closed.
11. The completed form goes into long term storage – scanned and password-protected with admin staff on hard drive or cloud-based?