TRINITY LABAN

Complaint Procedure Flowchart

Student Timelines　　**Complaints Procedure**　　**Staff Timelines**

Student Timelines:
- 40 days to file submit a written complaint (90 days if harassment or sexual misconduct)
- 15 days to submit formal complaint
- 10 days to submit request for review
- 12 months to submit OIA complaint

Complaints Procedure:
- Student experiences dissatisfaction
- Seek informal resolution from member of staff
- Resolved? — YES → No further action required
- NO
- Write complaint to relevant senior member of staff
- Resolved? — YES → No further action required
- NO
- Formal complaint to Nominated Officer
- Resolved? — YES → No further action required
- NO
- Request for Review
- Review granted? — YES → Resolved? — YES → No further action required
- NO → Receive Completion of Procedures Letter
- Resolved? — NO → Complaint to Office of the Independent Adjudicator

Staff Timelines:
- 20 days to respond to written complaint
- 50 days to respond to formal complaint
- 10 days to consider request for review
- 15 days to form review panel
- 5 days to provide decision