

# Working Together to Resolve Complaints

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# The University & Students' Union Relationship

- Period of change in senior management for both
- Positive redefining and increased collaboration
- Refocusing of Students' Union's strategic priorities and values
- Retaining honesty and constructive criticism
- Mutual support of the University's ethos and mission



# Active Collaboration

- Throughout the academic journey and the student experience
- Senior Committees
- Course and policy / procedure review & redesign
- Access Agreements
- TEF submission
- Specific changes, issues or challenges



# Collaboration in the Context of Complaints

- Student Voice
- StARs and Institute Reps
- Student Fora and outcomes
- Early resolution



# Resolution in Action: Course Case Study

- Cohort of students approached Students' Union Vice President
- Contact made directly with Head of Institute
- PVC kept updated
- Series of meetings
- Action plan
- Positive outcomes



# Early Resolution for Individuals

- Relationships between SU staff and Officers plus University management
- Ensuring appropriate procedure followed
- Suspensions and exclusions
- Working towards a common goal and ongoing honesty

**Thank you for listening**  
**Any questions?**



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