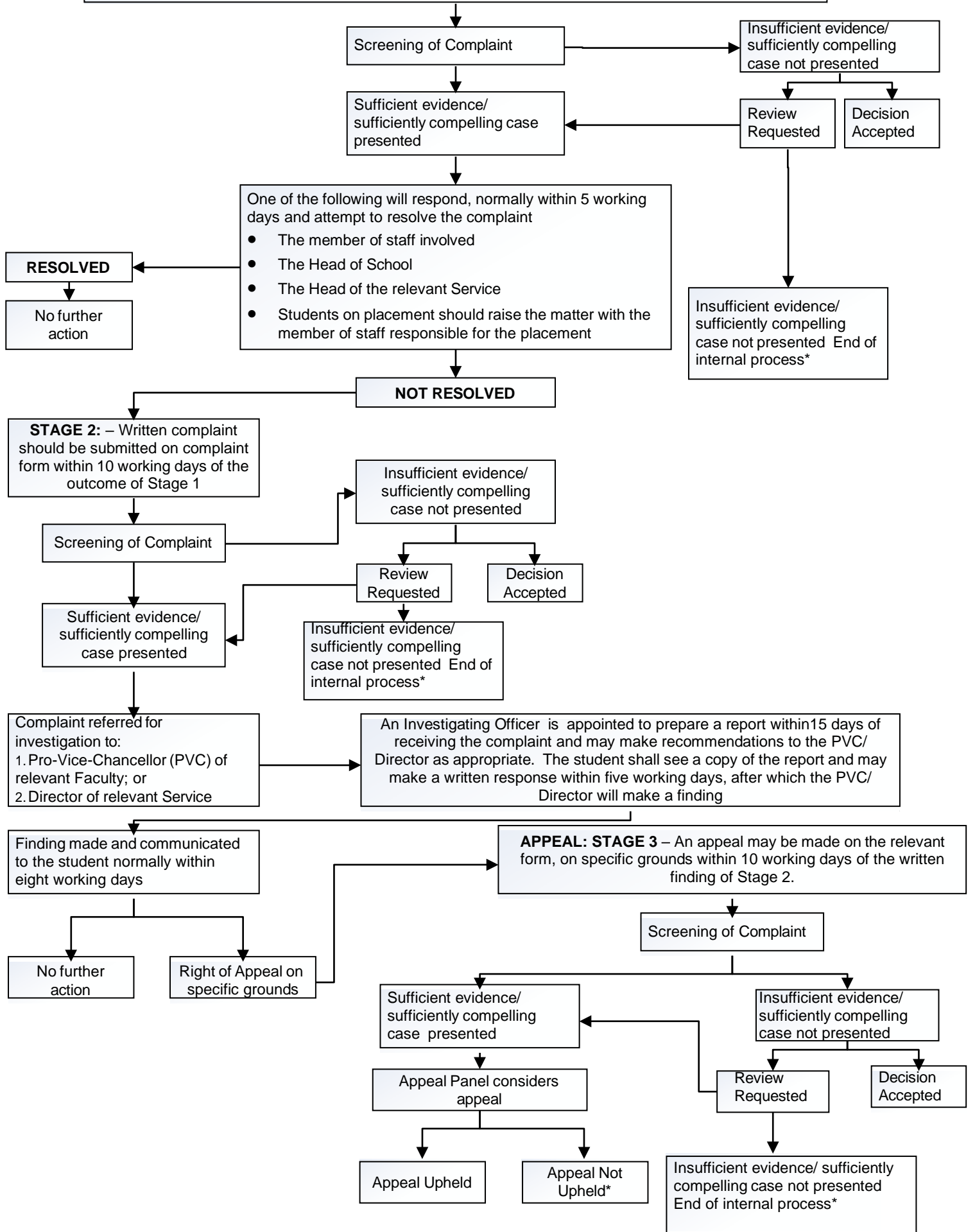


# Annex 1: Student Complaints Procedure

**STAGE 1:** A student should raise an informal complaint within 10 working days of the incident occurring



\*There is no further internal appeal. However, a student who is aggrieved by the decision of the Appeal Panel may make a complaint about maladministration to the Northern Ireland Public Services Ombudsman <https://nipso.org.uk/nipso/about-us/who-we-are/> within six months of notification of the University's final decision.