SEO Reference Number:

**CONFIDENTIAL**

**Student Complaints Procedure - Stage 2 – Investigating Officers Report**

|  |  |  |  |
| --- | --- | --- | --- |
| **Student Name and Number:** | |  | |
| **School:** | |  | |
| **Programme:** | |  | |
| **Investigator:** | |  | |
| **Date:** | |  | |
| **1 Background**  *Summarise any background information about the complaint or circumstances surrounding the complaint including steps that the student has taken at Stage 1 of the Complaints Procedure.* | | | |
| **2 Investigation:**  *Use this section to summarise the information you have used to obtain findings and prepare this report, this could be information about who you have interviewed, dates of meetings, documentary evidence gathered etc. Ensure that you meet with all relevant parties. You are advised to meet separately with all relevant parties.* | | | |
| **3 Meeting with relevant individuals**  *May be face to face or telephone interview - Please note points of discussion* | | | |
| Name: Date: | | | |
| Name: Date: | | | |
| Name: Date: | | | |
| **4 Documentary Evidence**  *Please number each item of evidence with corresponding number* | | | |
| 1 |  | |
| 2 |  | |
| 3 |  | |
| **5 Conclusions:**  *Do you believe any of the issues raised should be upheld/partially upheld/rejected – please give your rationale?* | | | |
| **6 Recommendations:**  *Use this section to make any recommendations on the outcome of the complaint for the Head/Director to consider – the recommendations may be to uphold/partially uphold/reject each element of the complaint.* | | | |

**Appendices:**

Append any relevant notes of meetings or other key documents as listed and numbered in section 4.