

Student Complaints Procedure	
Responsible for Policy	Director of Students
Relevant to	Current and Former Students, Staff
Approved by	Academic Board
Date Approved/Last Approval	September 2025
Next Review date	July 2027
Relevant Documents	
OIA Good Practice Framework: Handling Complaints and Academic Appeals	
Related Policies and Documents	
Student Complaints: Additional Guidance for Students Academic Appeals Procedure Admissions Appeals and Complaints Procedure Complaints from Members of the Public Procedure Student Disciplinary Procedure Staff Disciplinary Procedure	

1. Introduction

- 1.1. LIPA is committed to offering all its students a high-quality experience, and to providing excellent teaching and support services. We recognise, however, that there may be times when students will feel dissatisfied and wish to raise a concern or complaint, and we encourage students to bring these issues to our attention.
- 1.2. The purpose of the *Student Complaints Procedure* is to outline how students may raise complaints and concerns about services provided by LIPA, and how these will be addressed. The majority of concerns and complaints can be resolved satisfactorily on an informal basis, and close to their point of origin. We encourage students to raise concerns and give feedback as early as possible to enable us to resolve issues in the most timely and useful way at the earliest opportunity.
- 1.3. There are three stages within the *Student Complaints Procedure*. These are the Stage 1: Informal Complaint stage (sometimes referred to as Early Resolution); the Stage 2: Formal Complaint stage; the Stage 3: Review Complaint stage. These enable students to escalate their complaint should they be dissatisfied with the outcome at Stages 1 or 2.
- 1.4. We encourage students to raise and resolve complaints at the earliest possible stage and, wherever appropriate, to seek a local resolution before moving into the formal procedure. Staff are committed to listening, supporting, and working constructively with students to address concerns promptly and fairly. Our aim is to resolve issues informally wherever possible, ensuring that students feel heard and supported throughout the process.

2. What is a Student Complaint?

- 2.1. The Office of the Independent Adjudicator (OIA) defines a student complaint as:
'[A]n expression of dissatisfaction by one or more students about something that a provider has done or not done, or about the standard of service provided by or on behalf of the provider'.
- 2.2. Examples of matters that can be considered under the LIPA *Student Complaints Procedure* include:

- a. Concerns about the quality and standard of learning and teaching provision, advice, resources or facilities;
- b. Concerns that misleading or incorrect information has been provided in prospectuses, promotional materials and/or other information about the Institute or about a particular course;
- c. Concerns that LIPA has not delivered a course as outlined in the course handbooks or other material, and has not made adequate adjustments to ensure students are not disadvantaged by any changes to delivery;
- d. An administrative or academic process that has been mishandled for a group or cohort (although, where this relates to one individual's assessment result, the Academic Appeals Procedure may be more appropriate);
- e. The way in which events that have caused significant disruption to the normal delivery of a course, service or other aspect of the student experience, such as industrial action or a public health emergency, have been handled;
- f. Unfair treatment by a member of staff or support service (serious allegations of staff misconduct may be referred to the Staff Disciplinary Procedure and/or may be considered under LIPA's Bullying and Harassment Procedure);
- g. Concerns about a service delivered by an external organisation on behalf of LIPA, which a student considers has affected their learning experience;
- h. Concerns relating to LIPA's obligations regarding the protection of free speech. (A student's right to freedom of speech extends to their academic work and students must not be penalised for exercising this right. However, the right to free speech does not override academic judgement in the setting of curricular content, or in the assessment and marking of student work - see 4.4b. below for further information on complaints relating to academic judgement).

2.3. Students cannot use the *Student Complaints Procedure* to:

- a. Request a review of an academic progression decision, such as the mark they have gained in an assessment, a decision that they have failed a course, or their degree classification (see *Student Academic Appeals Procedure*);
- b. Challenge any other decision which is an academic judgement (i.e. a decision made on the basis of academic expertise);
- c. Request a review of the outcome of an Exceptional Circumstances Claim (see *Student Academic Appeals Procedure*;
- d. Raise a concern about the behaviour of another student. Instead, students should use the *Report a Concern* process: <https://lipa.ac.uk/report-a-concern/> ;

- e. Dispute an Admissions decision (see *Admissions Appeals and Complaints Procedure*);
- f. Raise a concern about the outcome of a student's own disciplinary process, academic appeal, or fitness to study process (since any concerns should be raised as part of those processes).

2.4. Frivolous (without foundation), malicious (intended to cause harm) and/or vexatious (made in bad faith) complaints will not be accepted. If a complaint is deemed to be frivolous, malicious, vexatious, and/or based on false information and/or evidence, the investigation will normally be ended. Submitting a frivolous, malicious or vexatious complaint may constitute a disciplinary offence, which may be dealt with under the *Student Disciplinary Procedure*.

3. Who can Submit a Student Complaint?

- 3.1. A current LIPA student or someone who has been registered as a LIPA student within the last 3 months can submit a complaint. This procedure uses the term 'student' to refer to both current and former students.
 - 3.1.1. Occasionally, there may be good reason for someone to submit a complaint more than three months after they have ceased to be student at LIPA. Requests will be considered on case-by-case basis and will normally require evidence to support the reasons the complaint has not been submitted sooner.
- 3.2. A student studying for a LIPA award who spends any time off campus (such as on a placement), may raise a complaint about issues that have occurred off campus, where the issue of concern or complaint relates to matters within the control of LIPA.
- 3.3. A complaint may be submitted by a group of students acting collectively, provided that all named individuals have signed up to it, and it is clear that all students named in the complaint are facing similar circumstances. To manage the process effectively, a group will be asked to nominate one person to act as representative and main contact. The group representative will be expected to liaise with the others and keep them informed of any updates. The remaining students in the group will be asked to email confirming that they consent to being included in the group complaint. All students signed up to a group complaint will receive a copy of any formal outcome letters.

- 3.4. Complaints by third parties (i.e. by individuals or organisations other than the student) are not normally accepted. In exceptional circumstances a complaint from a third party on behalf of a student may be accepted if a student is deemed incapable of managing their own complaint, for example for disability reasons, and there is clear, informed consent in writing from the student granting permission to liaise with the third party (unless there are exceptional reasons why written consent is not possible). Any such exceptions must be agreed by the Student Caseworker or their nominee. There should normally be clear evidence to demonstrate that the student is incapable of handling the complaint on their own behalf.
- 3.5. Members of the public may not submit a complaint about LIPA or its students under this *Student Complaints Procedure*. Instead, they should refer to the *Complaints from Members of the Public Procedure*.

4. Stage 1: Informal Complaint and Resolution

- 4.1. Most concerns can be resolved satisfactorily on an informal basis and close to their point of origin. Students are expected to try to resolve issues locally with the relevant people and/or area of the Institute in the first instance.
- 4.2. Students can raise concerns by email, telephone, in person, or by completing a Student Informal Complaint form or online at One LIPA. Concerns should be raised with the person responsible for the service or behaviour that has caused dissatisfaction.

Depending on the nature of the concern or complaint, this might be:

- The tutor/lecturer/other member of staff concerned;
- The module leader;
- The course leader;
- The Head of School or Head of professional service that the complaint relates to.

- 4.3. Where the nature of the *Stage 1: Informal Complaint* makes raising the issue or concern with the most appropriate person difficult, the Director of Students or Student Caseworker might be approached to determine the best person to consider the complaint email studentcasework@lipa.ac.uk.

- 4.4. A *Stage 1: Informal Complaint* should be raised within **20 working days** of the event giving rise to the complaint, or within **20 working days** of the student realising they have a reason for complaint, providing that this is not more than 6 months after the event itself.
- 4.5. A *Stage 1: Informal Complaint* should normally be acknowledged within **5 working days**.
- 4.6. As a *Stage 1: Informal Complaint* is considered, this might involve face-to-face discussions with a member of staff, online meetings, the provision of further information, explanations, suggested solutions and the receipt of an apology if this is appropriate.
- 4.7. Mediation or conciliation may be suggested at the *Stage 1: Informal Complaint* stage, with the aim of resolving the matter as effectively and speedily as possible.
- 4.8. Students should normally expect to receive a response to their concern or complaint within **20 working days**, although matters will be progressed as soon as possible.
- 4.9. Once the matter is considered to be resolved, the process is deemed no longer helpful, or if the matters are considered too serious or complex to be resolved informally, the student will be issued with an email and/or electronic letter confirming the outcome of the *Stage 1: Informal Complaint*, and detailing their right to submit a *Stage 2: Formal Complaint*.
 - 4.9.1. A copy of the email or letter should be shared with the Student Caseworker for the record.

5. Stage 2: Formal Complaints

- 5.1. If a student has not raised a *Stage 1: Informal Complaint* in the first instance, and informal resolution may be appropriate, a formal complaint may be handled as a *Stage 1: Informal Complaint* in the first instance.
- 5.2. To submit a *Stage 2: Formal Complaint*, students should complete the *Stage 2: Formal Complaint* form or use OneLIPA with enough detail to enable the issue(s) to be properly investigated, and should be accompanied by any relevant supporting evidence, where this exists. Any informal attempts to resolve the issues raised should be explained and evidenced, and the student should indicate what remedy they are seeking.

- 5.3. A *Stage 2: Formal Complaint* should be submitted within **20 working days** of the date the student has been formally notified of the outcome of their *Stage 1: Informal Complaint*, or within **20 working days** from the date of the event or matters giving rise to the complaint, if it has not been considered at Stage 1.
- 5.4. *Stage 2: Formal Complaint* forms should be submitted to: studentcasework@lipa.ac.uk. Or online via OneLIPA. If a student requires the form in a different format for accessibility reasons, they should contact the Student Caseworker at the email address above.
- 5.5. The Student Caseworker or their nominee, will:
 - a. Acknowledge the complaint, normally within **5 calendar days** of receipt;
 - b. Check, if needed, with the relevant School or professional service area that the *Stage 1: Informal Complaint* stage has been exhausted;
 - c. Decide whether the complaint should be investigated under the *Stage 2: Formal Complaint* procedure or whether it would be more appropriately investigated under another procedure.
- 5.6. If the Student Caseworker or nominee refers the case back to the *Stage 1: Informal* procedures, or determines that the complaint should be considered under a different procedure, the student will be notified of this.
- 5.7. If the *Stage 2: Formal Complaint* meets the criteria for further investigation, the Student Caseworker or their nominee will act as Investigator. They may, at their discretion, seek further information from the student and from any other relevant parties identified during the investigation. They may request to meet with the student and/or with other relevant parties and may consider the use of a facilitated conversation where they deem it appropriate to understand the complaint or where there may be potential to resolve the complaint more swiftly.
- 5.8. Following investigation of the *Stage 2: Formal Complaint*, a report will normally be produced. The report may take the form of a formal detailed report, or a simpler summary to be considered in conjunction with the other documentation, depending on the nature and complexity of the case.
- 5.9. The Director of Students or their nominee will determine whether the complaint should be upheld, partially upheld or not upheld, and determine the remedy, where appropriate.

- 5.10. Once the *Stage 2: Formal Complaint* procedure is complete, the student will receive a detailed Stage 2: Formal Complaint Outcome Letter notifying them of the outcome of their complaint and of the reasons for the decision. Where a detailed formal report has been produced, the student will normally also receive a copy of this with their outcome letter if the details are, for any reason, not fully covered in the letter.
- 5.11. Students should normally expect to receive their Stage 2: Formal Complaint Outcome Letter within **20 working days** of submitting the *Stage 2: Formal Complaint*, although a response will be given earlier than this if possible.

Complaint Panel Meetings

- 5.12. Most complaints can be investigated and concluded based on written submissions alone, or in conjunction with face-to-face meetings with individuals. Formal in-person meetings will not routinely be called. However, there may be instances where the issues raised in a complaint would benefit from discussion before an outcome can be reached. In such cases the student and relevant staff member(s) may be invited to a Complaint Panel meeting if this is deemed to be helpful. If a Complaint Panel Meeting is called, the Panel will determine the outcome of the Stage 2 Formal Complaint (see Appendix I: Complaint Panel Meetings).

6. Stage 3: Review Complaint Requests

- 6.1. A student may request a review of the outcome of their *Stage 2: Formal Complaint* investigation on the basis of one or more of the following:
 - a. They have evidence that the procedures in the investigation of their *Stage 2: Formal Complaint* have not been followed correctly, and this is likely to have impacted the outcome of their formal complaint;
 - b. There is new evidence available that may alter the outcome of the formal complaint, and which the student has good reason for having been unable to provide at the time of the *Stage 2: Formal Complaint* investigation;
 - c. The student can demonstrate that the decision made at the Formal Stage was wholly unreasonable, and no reasonable person could have reached the same decision based on the available evidence.

- 6.2. Students cannot submit a *Stage 3: Review Complaint* on the basis that they simply disagree with the decision made at Stage 2, and disagreeing with the decision does not mean that the decision was 'wholly unreasonable'.
- 6.3. If a student wishes to submit a *Stage 3: Review Complaint* they should complete a Stage 3: Review Complaint form or via OneLIPA within **10 calendar days** of the date of the Stage 2: Formal Complaint Outcome Letter. Where appropriate, a *Stage 3: Review Complaint* should be accompanied by supporting evidence.
- 6.4. The Student Caseworker, or their nominee, will acknowledge the *Stage 3: Review Complaint*, normally within **5 calendar days** of receipt.
- 6.5. The Review Stage consists of two pathways that might be followed, depending on the nature of the issues raised:
 - Initial Review and Offer;
 - Review consideration by the Principal.

Initial Review and Offer

- 6.6. This allows the complaint to be resolved in the student's favour, based on an initial assessment of the information provided in the Review Complaint, without further delay. This applies to cases where the outcome is clear cut and does not require further detailed consideration or investigation.
- 6.7. The original decision-maker or their nominee can immediately uphold the Review Complaint in cases where it is immediately clear that an alternative outcome to the decision made at the Formal Stage can be offered, the new outcome itself is clear and uncontentious, and the decision is favourable to the student.
- 6.8. In such cases a full review need not take place. The Student Caseworker or nominee will send a Complaint Review Offer letter to the student offering them an alternative outcome, and an explanation as to why that alternative is being offered.
 - 6.8.1. If the student accepts the alternative outcome, it will be implemented as soon as reasonably and practically possible.

6.8.2. If the alternative outcome offered is not accepted, the *Stage 3: Review Complaint* will be considered by the Principal or their nominee in the usual way, as detailed below.

Review Consideration by the Principal

6.9. The Principal can dismiss the Review Complaint without further consideration if the complaint does not meet the criteria for Review detailed in 9.1 above.

6.10. If the complaint meets the criteria for Review detailed in 9.1 above, the Principal will consider the case presented by the student, the Formal Stage documentation, and any new evidence presented.

6.11. The following outcomes of the *Stage 3: Review Complaint* are available:

- Reject the complaint and uphold the original *Stage 2: Formal Complaint* outcome;
- Uphold the complaint and refer it back for further investigation at Stage 2;
- Uphold or partially uphold the complaint and implement a new or partially new remedy.

6.12. Students can normally expect to receive the outcome of their *Stage 3: Review Complaint* within **25 calendar days** of submitting it.

6.13. If the Review Stage Complaint is upheld or partially upheld, the student will be issued with a Review Stage Complaint Outcome Letter.

6.13.1. Because a new decision will have been taken at this point, in accordance with the principles of natural justice the student will have a further right to request a review of that *new outcome only* within **10 working days** of the date of the Review Stage Complaint Outcome Letter (i.e. the right to a second Review). The grounds for requesting a review of the new Review Stage decision are the same as those outlined in 9.1. of this document.

6.13.1.1. Review Requests against the outcome of a Review Stage complaint will be considered by a senior member of staff without previous involvement in the case.

6.14. Where a student's complaint is not upheld, the student will be issued with a Completion of Procedures letter.

7. Next Steps

- 7.1. If, having exhausted the LIPA complaints procedure, a student remains dissatisfied with the outcome of their complaint, they have the right to submit a complaint to the Office of the Independent Adjudicator (OIA) to seek an independent review of the complaint, subject to the complaint meeting its eligibility requirements.
- 7.2. Students will need a Completion of Procedures letter in order to complain to the OIA, and the OIA will normally expect the student to have exhausted LIPA's internal complaints procedures before it will consider the complaint. Further information can be found on the [Office of the Independent Adjudicator for Higher Education - OIAHE](#).

8. Principles

- 8.1. Complaints will be considered as close to the source, and as informally, as possible in the first instance. The focus will be on resolving issues rather than on apportioning blame.
- 8.2. A student should not be disadvantaged or discriminated against in any way as a result of making a complaint.
- 8.3. All parties involved in the consideration of a case under this procedure should treat one another, and the procedure, with respect. If a concern/complaint, or behaviour associated with it, is considered to be unreasonable, steps may be taken to manage this, including taking disciplinary action through the *Student Disciplinary Procedure* in serious cases.
- 8.4. Complaints will be handled in a way which is fair and transparent to all parties involved.
- 8.5. Staff who make decisions on complaints must not have been involved in the matters leading to the complaint and must be free from actual or perceived bias.
- 8.6. Decisions regarding what and how events have occurred will be determined on the balance of probabilities (i.e. where, based on the information and evidence available,

those considering the complaint are satisfied that issues or matters occurred, even though there may not be absolute proof).

8.7. Proceedings may be suspended or ended where:

- Police, legal, court or tribunal proceedings have been initiated in relation to the issues raised in the complaint;
- There are allegations of a criminal offence, in which case the matter may be referred to the police and LIPA proceedings may be suspended until the outcome of any police investigation or criminal proceedings are known, except where it is deemed appropriate to act in the interests of the safety and wellbeing of students, staff and third parties;
- On serious health grounds;
- A student is delayed in obtaining evidence that they wish to submit for consideration;
- A student has a case being considered under another process (for example an academic appeal or a disciplinary case) and the outcome of the complaint may be affected by the outcome of the other process.

▪ Suspending an investigation will 'stop the clock' on all timescales outlined in this procedure.

8.8. Where a student makes an anonymous complaint, it may not be possible to take any action, although the information will be recorded in order to identify trends.

8.9. Privacy and confidentiality will be respected by all parties involved, subject to the need for an open and fair investigation and for the outcome of the investigation to be reported appropriately.

8.10. Investigation will deal with the substance of the core concerns identified in a complaint. However, in complex cases and cases where multiple minor issues are raised alongside the substantive issues, the investigator may not be able to provide a detailed response to all the matters raised.

9. Timescales

9.1. To enable LIPA to respond to, and resolve, issues effectively, a student should bring their complaint to the attention of the Institute as soon as possible following the

occurrence of the issue that has led to their dissatisfaction or concern. This is so that events are fresh in people's minds and evidence is likely to be available.

- 9.2. There may be occasions when, for good reason, a student is not able to submit their complaint within the usual timescales outlined in this procedure, for example if the student has been incapacitated for serious reasons within the usual timeframe for submitting the complaint. Decisions as to whether or not to accept a late complaint submission will be made on a case-by-case basis.
- 9.3. LIPA aims to conclude the Formal and Review Stages of a complaint within a maximum of 90 calendar days. There may be occasions when this is not possible, for example due to the complexity of the case or the LIPA Christmas closure period. Where this is the case, the student will be kept informed regarding the delay.

10. Record Keeping and Confidentiality

- 10.1. Details of student complaints, and accompanying evidence, will be shared on a need-to-know basis with staff, where necessary to enable investigation, attendance at panel meetings, or to implement remedies or safeguarding actions. A person, people, School or Professional Service to which the appeal relates is/are entitled to be made aware of any details that relate to them, and to provide a response. All information will be shared in confidence, in line with General Data Protection Regulations.
- 10.2. In exceptional circumstances, where the case is particularly complex and/or it is not possible to find relevant staff who have not been involved in the case previously, staff from other HEIs, or external agencies, may be asked to undertake investigation and/or attend a panel meeting, in which case relevant information will be shared with them.
- 10.3. Students should not include any sensitive or personal information within their complaint, unless it is relevant to the matters they are complaining about. If the complaint contains any personal information relating to a person other than the student complainant, it is the responsibility of the student making the complaint to ensure they have that person's consent to disclose that information.
- 10.4. The LIPA *Student Complaints Procedure* is an internal and confidential process. It is important that the student making the complaint, and any friend or supporter they choose to share details of the complaint with, and/or to accompany them to any meetings, should respect this confidentiality and treat all information as confidential.

- 10.5. If a member of staff is the subject of a complaint, the matter may be referred to the Human Resources team for consideration. Students making complaints of this kind will receive a Stage 2: Formal Complaint Outcome Letter, but this will not normally include full details of any Human Resources process in relation to the staff member.
- 10.6. Complaints and investigation findings are stored confidentially and will be retained in line with LIPA's Data Retention schedule, and for a minimum of 12 months after the final outcome of the complaint.
- 10.7. Anonymised data will be captured and shared with LIPA's Teaching, Learning and Quality Committee for reporting purposes, and with a view to enhancing the student experience.

11. Help and Advice

- 11.1. Students considering making a complaint are encouraged to seek advice and support to determine whether this is the correct process to use. Students can seek advice on procedure from the Student Caseworker and Safeguarding Officer, and seek wellbeing support from the Wellbeing Team. Depending on the nature of the concern, students may also seek advice or support from:
 - Their Personal Tutor
 - Their Programme Leader/Head of Department
 - Their Director of School
 - The Director of Students
 - The Director of Learning and Teaching

Students should also consult the guidance document: *Student Guidance: Making a Complaint*.

Appendix I

Complaint Panel Meetings

A Complaint Panel Meeting may be called to consider a *Stage 2: Formal Complaint*. In calling a Panel Meeting, consideration will be given to the usefulness of the meeting, to the membership of the Panel and the likely impact on the student of being called to a panel meeting. A Complaint Panel Meeting will only be called if it is considered by the Panel Chair to be helpful in furthering the investigation and/or resolution of the complaint.

Membership of the Panel

1. A Complaint Panel will normally be chaired by the Director of Students or their nominee, and attended by the Investigator (if different), a representative from the School or Service that the student has complained about, and any other member of LIPA staff that might be helpful in understanding and/or resolving the complaint, depending on the nature of the issue. The Student Caseworker or their nominee (if not already in attendance as the Investigator) will normally attend to advise on procedure.
2. In exceptional cases, individuals from outside LIPA may be asked to join the Panel or attend a Complaint Panel Meeting in an advisory capacity. This may be to avoid perception of bias and/or due to the complexities of the case.
3. All Panel members should be free from bias or any reasonable perception of bias and will not, therefore, have been involved with any *Stage 1: Informal Complaint* or matters relating to the substance of the complaint. No Panel members should be well-known to the student.
4. Staff who have investigated the *Stage 1: Informal Complaint*, or who are otherwise directly involved with the substance of the complaint, may be invited to attend the meeting to provide explanations and answer questions, but will not form part of the Panel taking any decisions on the case.

Student Attendance at Complaint Panel Meetings

5. When a student is invited to attend a Complaint Panel meeting they will normally be expected to attend in person. They should confirm with the Student Caseworker, no later than **5 working days in advance** of the meeting, whether or not they are able to

attend the meeting. If able to attend, they should also notify the Student Caseworker of any reasonable adjustments they require for the meeting.

6. If a student is called to attend a Complaint Panel meeting, they have the right to be accompanied by a friend or representative at the meeting, who should normally be a registered LIPA student or member of staff at LIPA. A student cannot send a representative in their place, except where there are exceptional circumstances which mean that they cannot attend on their own behalf, for example due to disability. Neither the student nor the Panel would normally be expected to have legal representation.
7. If a student is called to a meeting, they are expected to do so on the date and at the time set for the meeting, unless they have good reason for being unable to do so. The Chair of the Panel can decide to postpone the meeting if a student requests this with good reason. Meetings will not normally be postponed more than once, or for long periods, except in exceptional circumstances and/or where there is good reason to postpone. The Chair retains the right to go ahead with the meeting in a student's absence.
8. Where a student is not able to attend a Complaint Panel Meeting in person, with good reason, and is unlikely to be able to attend in person in the near future, they may be permitted to attend via a Microsoft Teams link if the Chair considers this appropriate. In such cases, the student may still be accompanied by a friend and the friend is permitted either to attend the meeting in person or via Microsoft Teams. The name of a 'friend' attending the meeting should be submitted to the Student Caseworker no later than **5 working days in advance** of the meeting. Details of any reasonable adjustments that the friend may need at the meeting should also be given to the Student Caseworker at this time.
9. Whether or not a student attends the meeting, they have the right to submit a written statement for consideration by the Panel. Any such statement should be submitted no later than **48 hours before** the Panel meeting, to allow time for those attending the meeting to consider it.
10. Any staff member invited to attend to answer questions, and where the complaint or part of the complaint is about the staff member, has the right to bring a friend or representative, who may be a colleague or trade union representative.
11. All parties will normally be notified in advance of the meeting who is due to attend.

Conduct of Meeting

12. The following procedures are usual practice for Panel Meetings. However, these procedures may be varied if appropriate, at the discretion of the Chair:
13. Members of the Panel will hold a preliminary discussion in private to agree what it is they want to find out at the meeting, and to ensure that all members of the Panel understand the details of the case.
14. All parties are invited into the meeting. The Chair introduces the members of the Panel, explains their roles, and explains what will happen at the meeting.
15. The student is invited to summarise their complaint.
16. Any person accompanying the student is invited to make a statement in support of the student.
17. The representative of the School or Service to which the complaint relates is invited to make a statement.
18. Any other relevant attendees will be invited to speak.
19. Members of the Panel will be invited to ask questions of attendees, through the Chair.
20. Attendees may ask questions, through the Chair.
21. The student is invited to make a brief final statement.
22. All parties, except the Panel and the notetaker, will be asked to leave the room while the Panel deliberates and reaches a decision.
23. The hair reserves the right to delay the decision whilst further information is sought, or further consideration takes place. The Chair can also adjourn the meeting with good reason.
24. The decision of the Panel is communicated to all parties by email as soon as is reasonably practicable after the meeting (usually within one working day, unless the decision is delayed or deferred). The student will then receive a Stage 2: Formal

Complaint Outcome Letter, explaining the decision and the reasons for it in full, within 10 working days of the meeting.

25. Recording of meetings will not normally be permitted. This is to encourage openness and full participation. The exception to this would be where a recording is considered necessary as a reasonable adjustment for disability, in which case LIPA will take responsibility for any recording. Where LIPA intends to record meetings held remotely, consent from all attendees will be obtained prior to the meeting, in line with data protection obligations.