Complaint is made to: HEAD OF SCHOOL (HoS)
Or, if subject of complaint is HOS,  →  FACULTY DEAN (FD)
Or, if subject of complaint is a FACULTY DEAN,  →  SENIOR DEAN (SD)
Or, if subject of complaint is the SENIOR DEAN (acting as RI),  →  Pro-SENIOR DEAN (P-SD)
Or, to SENIOR DEAN

PRELIMINARY INFORMAL ENQUIRIES
- HoS (or FD or SD or P-SD (where appropriate) makes preliminary enquiries or refer the matter to the HoS or FD or DoR as appropriate and:
  - where the complaint appears to be ill-founded, no further action is taken
  - where possible and appropriate, attempts to deal with the matter on an informal basis.
- Where allegations are serious, and in particular where possible criminal conduct is involved, it will usually be inappropriate to deal with the matter informally.
- Where the allegation appears to the HoS (or FD or SD or P-SD (where appropriate) to be reasonably based, & it has not been possible/appropriate to resolve the matter informally, the HoS (or FD or SD or P-SD (where appropriate) will, following consultation with HR, refer the issue to the Dean of Research (DoR).
- The DoR makes further preliminary enquiries and attempts to deal with the matter at an appropriate level.
- Where informal resolution is not possible or if the allegation appears to the DoR to be serious then the DoR may make formal complaint to the RI.

MOVES TO FORMAL ENQUIRIES
- The RI shall then investigate the allegation
- The RI or P-SD as appropriate may seek such assistance from established experts as is necessary
- If the allegation is upheld by the RI or P-SD then the matter must be referred to the SD acting as SD and not as RI

SHIFTS TO BEING A DISCIPLINARY MATTER
- The SD shall then deal with the matter and will interview the member of staff concerned following Section 11 of the statutes