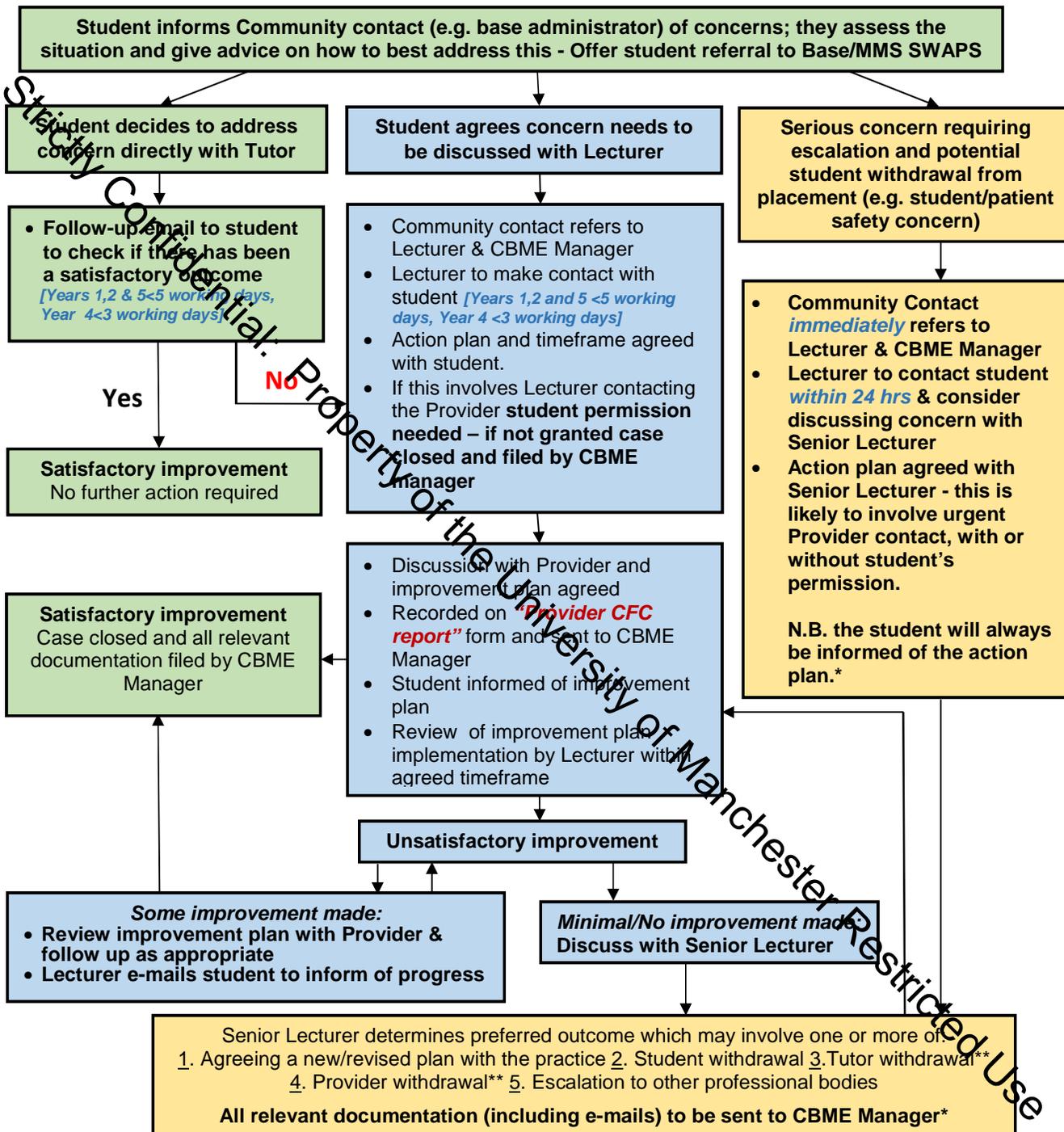


Pathway for a student to raise a concern about a community placement in Manchester Medical School

Key Principles

- All concerns/complaints are taken seriously
- CBME will always inform students if we need to contact Placement Provider
- CBME will use these concerns to improve the quality of placement in order to provide a good quality learning experience



* CBME Manager to ensure the student is updated with progress of concern after 15 working days via email if not contacted previously.
 ** A joint visit to the provider should be conducted by Lecturer, Senior Lecturer and CBME manager (minutes)
 CBME = Community Based Medical Education <http://sites.bmh.manchester.ac.uk/cbme/aboutus/contactus/>
 CBME Lecturers: <http://sites.bmh.manchester.ac.uk/cbme/aboutus/lecturersbyccq/>

N.B. Lecturers MUST inform CBME manager of any leave so that cover can be arranged

- Concerns summarised at Programme Committee on a regular basis, identifying any specific learning.
- At the discretion of the academic lead for CBME information about concerns will be shared with the GMC, HEN, NW Deanery or Local Area Team
- Students may initiate a formal complaint. The DoME Complaints Procedure can be linked to from the online student handbook: <http://cases.mcmed.manchester.ac.uk/handbook/student-voice/making-a-complaint/>

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Informal Stage – Local Resolution

15. Most complaints can be resolved informally and, where practicable, a complaint should be dealt with as close as possible to the point at which it arises. The complaint should therefore be made initially to the appropriate member of staff who seems best placed to deal with the matter. A student should normally expect to receive a written or verbal acknowledgement within five working days and a full response within fifteen working days of receipt of the complaint.

Formal procedure

16. If the student is not satisfied with the response at the informal stage, he or she may initiate a formal complaint by completing a Complaints Form and submitting it to the relevant Faculty Office. Copies of the Complaints Form may be obtained from School or Faculty Offices, the Students' Union, the Information, Advice and Guidance Service and from the My Manchester student intranet on the University website. The information to be given on the Complaints Form is as follows:

- (a) details of the complaint;
- (b) a statement of the steps already taken to try to resolve the complaint informally and why the response has not been considered to be satisfactory;
- (c) the form of resolution or redress sought.

The Faculty Office will acknowledge receipt of the Complaints Form within five working days and will determine whether the complaint should be dealt with in the Faculty or whether the complaint should more appropriately be investigated by the head of a service provider (eg a Head of Residence, the Director of IT Services, the Librarian or the Director of a professional support service). In the event that the complaint is referred to the head of a service provider the student will be informed accordingly.

17. The person dealing with the formal complaint (hereafter referred to as the 'Investigator'), who must be independent of the source of the complaint, will undertake an investigation into the substance of the complaint using whatever means he/she feels appropriate. If a meeting with the student takes place, the student may be accompanied by a fellow student, a Students' Union officer or a member of staff. The Investigator will attempt resolution of the complaint by a means appropriate to its nature and circumstances. Such means may include:

- (a) correspondence between the parties;
- (b) negotiation with the student or with appropriate members of staff or with both;
- (c) facilitation of a conciliation meeting between the student and the staff concerned;
- (d) or, if both parties agree, referral for mediation.

18. It is expected that the formal procedure should normally be completed and a written response sent to the student within twenty working days of receipt of the completed Complaints Form. The possible outcomes at this stage include:

- (a) a resolution, reached in co-operation with the School or service provider, or following mediation if appropriate;
- (b) provision to the student of information in explanation of the circumstances which led to the complaint;
- (c) referral of the matter to the Complaints Panel if the complaint raises serious or complex matters which require further investigation and enquiry;
- (d) dismissal of the complaint as being without foundation, with reasons given to the student in writing.