RAISING ISSUES THAT RELATE TO THE QUALITY OF THE TEACHING AND LEARNING EXPERIENCE (WITHIN AMBS)

Step 1: In the first instance, raise the issue with the course coordinator – this can be done by the student(s) or by the student representative who can approach the Course Unit Director on the students' behalf.

Step 2: In response to this, the course coordinator should address the issue and communicate back to student(s) and/or student representative.

Step 3: Should there be a failure to satisfactorily resolve the issue following the above steps, the student(s) / student representative can raise the issue with any of the following:

* **Your Academic Advisor**
* **Your Programme Director**
* **At the next Programme Committee, if timings make this appropriate**
* **At the next Student Voice Committee (SVC), if timings make this appropriate**
* **Director of UG/PGT Programmes**

Step 4: If a student rep is approached by a student to raise a course related issue, the student rep should check that the student has already raised the issue with the Course Unit Director. If not, then the student should follow the process from step 1 above. The recipient of the student issue should establish whether the student(s) / student representative has followed the first step of the above process before pursuing further.

Step 5: Whoever from the above list who receives the student issue should refer the matter to the Divisional Associate Head of Teaching (cc Head of Division) so that the matter can be informally pursued within the academic division.

Step 6: A response to the issue raised following Divisional involvement will be communicated to the student(s) / student representative via the Associate Head of Teaching or respective Course Unit Director. This response will also be copied to the Head of TLSE and the School recipient of the initial issue. If the matter was raised via the SVC further follow up will also be communicated at the next Committee.

Step 7: If the student(s) / student representative feels that the matter raised has still not been satisfactorily resolved then they have the right to refer this to the Head of the School. Ultimately, if it is still felt that there are reasonable grounds for dissatisfaction with the School outcome, the matter may be pursued through the formal University of Manchester complaints procedure.