This flowchart illustrates the different avenues available to students wishing to make the Faculty of Education aware of an issue or concern. It outlines both formal and informal processes and illustrates options for pursuing issues or concerns in case they remain unresolved.

I would like to raise an issue or concern

- **Raise the Issue or Concern via your Student Representative for discussion at the Student Representative Meeting with the Director of Education**
  - **When?** Three times per year.
  - **Response:** as agreed during the meeting.

- **Contact Module Tutor, Module Convenor or Programme Officer by Email**
  - **When?** Any time and as soon as possible after the issue or concern is identified.
  - **Response:** An initial response is normally issued within 5 working days or at the next group tutorial.

- **Email studentfeedback@rad.org.uk (monitored by the Dean)**
  - **When?** Any time and as soon as possible after the issue or concern is identified.
  - **Response:** Initial response within 5 working days.

- **Contact Level Coordinator/Programme Manager via Group Tutorial or Email**
  - **When?** Any time and as soon as possible after the issue or concern is identified.
  - **Response:** An initial response is normally issued within 5 working days or at the next group tutorial.

- **Raise the Issue or Concern with your Student Representative, who can present it at an appropriate Committee Meeting**
  - **When?** Most committees meet three times per year.
  - **Response:** Your Student Representative can offer a verbal response after the committee meeting. A written response will be available in the minutes, which are disseminated within 5-10 working days of the committee meeting.

- **Raise a formal Grievance or Complaint in accordance with the Student Grievance and Complaints Policy and Procedure**
  - **When?** Any time.
  - **Response:** Expect a response in accordance with timeframes set out in policy and procedure.