Faculty of Education
Student Issues and Concerns Flowchart

This flowchart is designed to illustrate 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

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.

Issue not resolved

Issue resolved

Issue resolved

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. If the issue or concern cannot be resolved in 5 working days, the initial response will outline an approximate timeframe.

Issue not resolved

Issue not resolved

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.

Issue resolved

Issue resolved

Issue not resolved

Issue not resolved

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.

Issue resolved

Issue not resolved

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.

Issue resolved

Issue not resolved

Issue resolved

Informal Processes

Formal Processes