

	Step 1: Informal	Step 2: Formal Complaint	Step 3: Formal Appeal - Panel
	Dean/Chair/Associate Chairs/Lecturers	Campus Manager or Coordinator / nominated person	Senior staff members (preferably from alternate campus)
Student v Student or School	Informal resolution following policy.	Formal, through the complaints portal.	Formal, appeal through the complaints portal.
Student v Teacher (vice versa)	Notification via email.	Notification via email.	A Panel of senior staff members will convene to review the outcome of the formal complaint.
Teacher v Teacher	(5 working days)	(5 working days)	Notification via email. (Panel to meet within 10 working days)
School can include: • teachers, • other staff, • NYFA as an organisation.	• Complainant's can go straight to Step 2 if they feel they are unable to approach Staff Members in Step 1.	• The Campus Manager/Coordinator or other nominated person would preferably be from the alternate campus.	• This is the final step in the NYFA complaints process. • Complainant's are to be advised that they can take their complaint outside of NYFA.
NB: Student Services staff members are required to attend all meetings between staff and students.			

Independent Investigators
Higher Education Coordinator or designated Student Services Officer
<ul style="list-style-type: none"> • Can be used to investigate any part of the process. • Can be used to investigate on behalf of the Panel. • Can pull together relevant information required by the Panel. <p style="text-align: center;">(10 working days)</p>