

Flow chart defining the process for dealing with issues that relate to the quality of the undergraduate educational experience (within MBS)

In the first instance, the issue is raised with the course coordinator by the student(s) or by the student representative who approaches the course coordinator on the students' behalf



Issue is addressed by course coordinator and communicated back to student(s) and/or student representative



If there is a failure to achieve satisfaction following the above, the student(s) / student representative has a number of channels across Undergraduate Services / Academic Divisions where issues can be pursued further:

Academic Advisor

Programme Director

Programme Committee

Student Staff Liaison Committee (SSLC)

Director, UG Studies

Undergraduate Services PSS team

On occasion and in exceptional circumstances this may come through any member of MBS academic / PSS staff



Recipient of student issue will establish whether the student(s) / student representative has followed the first stage of the above process before pursuing further

For Programme Committees – recipient is Chair of Committee
For Student Staff Liaison Committee – recipient is Secretary. (If the issue is verbally raised at SSLC this will be established in the meeting)



If not, student(s) / student representative is referred to undertake the first stage of the above process



Recipient of student issue will refer to Divisional Associate Head of Teaching (cc Head of Division) so that the matter can be informally pursued within the Division



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 coordinator. This response will also be copied to the Head of Undergraduate Services and the School recipient of the initial issue. If the matter was raised via the SSLC further follow up will also be communicated at the next Programme Committee.



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.