Oxford Brookes Community Engagement Complaints Procedure

Please submit concerns via the online complaints form

behaviour.

Sometimes students are not aware of the impact their actions are having on their Actions available under the Student Conduct neighbours. We advise residents to introduce Procedure includes: themselves and get to know their neighbours. **Advisory Email** Students contacted and required to respond within 5 working days. Relevant advice is provided, an apology is encouraged (where appropriate) and passed on to the complainant Complaint Complaint is investigated **Advisory Meeting** Complainant is informed of and if students are Students required to attend a meeting to action taken and complaint received confirmed to have been discuss the complaints in detail. Relevant is closed involved, appropriate advice is provided and an apology is action is taken. encouraged and passed on to the complainant **Conduct Interview** Students required to attend a formal meeting to investigate any alleged misconduct. Any breaches of the Student Conduct Procedures will incur appropriate penalties *All complaints are investigated and action is determined by the evidence presented e.g. noise recordings, or whether complaints have been validated by the Police and/or Council as well as the severity and frequency of the