

## **Guiding Principles – Birmingham City University Casework Procedures**

- 1. Concerns, complaints and appeals are used to improve the student experience.*  
We improve the student experience systematically by learning from our processes, and other bodies' decisions and guidance, sharing this learning where appropriate.
- 2. Concerns, complaints and appeals procedures are accessible and inclusive.*  
Procedures are clear, accessible, inclusive, flexible and reviewed regularly.
- 3. Information is clear and transparent.*  
We explain key terms clearly, describe processes and time limits accurately, covering all types of course and partnership arrangements.
- 4. People raising concerns or making complaints or appeals are treated with dignity and respect, and their well-being is properly considered.*  
Students raising issues and staff who are subject to complaints are treated fairly, with dignity and respect, and are supported appropriately.
- 5. Concerns, complaints and appeals processes are proportionate and allow for cases to be resolved as early as possible.*  
We consider cases thoroughly but also proportionately. The required evidence in support of a case, and the decision, is proportionate.
- 6. Concerns, complaints and appeals procedures are fair and impartial.*  
Procedures follow principles of procedural fairness and are applied consistently. Decision-makers are properly trained and resourced and have no conflict of interest in the matter. We give clear, detailed reasons for their decisions.
- 7. Confidentiality and anonymity are appropriately assured.*  
Information is released only to those who need it to investigate or respond to the case.
- 8. Concerns, complaints and appeals are resolved in as timely a way as possible.*  
We operate reasonable timeframes and allow identification of concerns, complaints and appeals that require swift action. Staff are encouraged to deal with matters informally where appropriate. Students are informed if any delays occur.