

## STUDENT COMPLAINTS PROCEDURE HEARING PROTOCOL

The Hearing Panel will be chaired by a senior member of the University, who will consider the case in conjunction with a University staff member and the LSU President (or nominee) and who have no direct involvement with the department which is the subject of your complaint. A member of the SPR Team will facilitate the Hearing and advise the Panel on matters of procedure.

1. The Chair will open the hearing and summarise the roles of all parties present.
2. An SPR adviser will be present to advise the Panel on matters of procedure.
3. The Chair shall confirm to the parties the substance of the complaint.
4. The Chair will inform the student [the complainant] of their right to be accompanied by a friend should they arrive unaccompanied.
5. The Chair will ask the complainant to present his/her case in support of their complaint and to introduce any witnesses in support of the complaint.
6. The Panel may ask questions of the complainant and witnesses at any time.
7. Through the Chair, the Respondents may ask questions of the complainant and witnesses.
8. The Chair will ask the respondents to reply to the complaint and to introduce any witnesses in support of the response.
9. Through the Chair, the Complainant may ask questions of the Respondent and witnesses.
10. The Panel may ask questions of the Respondent and witnesses at any time.
11. After hearing both parties and following no further questions from the Panel, the Chair will ask the complainant to summarise their case.
12. The Chair will ask the Respondent to summarise their case.
13. The Chair will then adjourn the hearing to consider the evidence that the Panel have heard. They may at this stage choose to seek additional evidence or information from other parties. Should this be the case, all parties will be informed as to the nature of the enquiry.
14. Panel members will advise the Chair of their opinion of the case. Following this discussion, the Chair will act as final arbiter in the matter.
15. The Chair will announce their decision, either by calling the parties together or in writing. The outcome of the hearing will be confirmed in writing within five (5) working days of the decision.