

UNIVERSITY OF EAST ANGLIA  
ACADEMIC COMPLAINTS PANEL

## PROCEDURE AT MEETINGS

- 1 At the start of the hearing, the Secretary shall invite into the room:
  - the student (complainant) and any accompanying friend as permitted by the *Academic Complaints Procedure*
  - or
  - the representative nominated by the student (complainant) to appear for him/her.
  - the relevant Head of School or nominee
- 2 If the student (complainant) or nominated friend, or Head of School or nominee fails to appear, the Panel will consider whether or not to proceed with the case immediately and may do so provided that the student (complainant) or Head of School has been properly informed of the date and place of the meeting.
- 3 Any witnesses whom the Panel has invited to attend shall remain outside the room in which the Panel is sitting until called to give evidence.
- 4 The Secretary shall state briefly why the Panel is sitting.
- 5 The proceedings at the hearing will be informal, but will usually follow the pattern described below:
  - (a) all written evidence will be taken as read;
  - (b) the student (complainant) or nominated friend may make an opening statement;
  - (c) the Head of School or nominee may make an opening statement;
  - (d) witnesses will be called one at a time and be questioned first by the person who nominated them, then the other party and finally by the Panel;
  - (e) following the withdrawal of any witnesses, the Head of School or nominee may make a closing statement if wished (and may leave the hearing for a few minutes to prepare this);

- (f) the student (complainant) or his/her representative may make a closing statement if wished (and may leave the hearing for a few minutes to prepare this);
  - (g) the hearing closes and all parties except the Panel and Complaint Secretary leave the room to allow the Panel to reach a decision;
- 6 The ruling of the Chair on any point of procedure shall be final.
  - 7 The Chair of the Panel may adjourn the hearing if it becomes clear during the hearing that the deliberations of the Panel would benefit from an adjournment;
  - 8 If the Panel decides that remedial action is required, the Complaint Secretary will write to the student (complainant) giving details of the remedy, the likely timescales for further action and for notification of the final outcome. A full and clear explanation of the decision will be provided. The potential actions and outcomes will vary depending on whether the student (appellant) is an undergraduate or a postgraduate and the course taught or research.
  - 9 The Secretary will normally advise the Student and Head of School of the outcome of the Complaint in writing within 5 working days of the hearing.