BANGOR UNI VERSI TY EQUALI TY I MPACT ASSESSMENT

The process of Equality Impact Assessment (EIA) should be embedded into new policy development, policy review, strategic and operational decisions¹ in order that inequalities and discrimination are eliminated or addressed at the earliest opportunity.

policy on groups with protected characteristics as outlined by the Equality Act 2010.

of the

EQUALITY GROUPS:

Age	Disability	Gender Re- assignment	Pregnancy and maternity	Welsh Language
Race	Religion and belief	Sex	Sexual orientation	Contract Type
Marriage and				
civil partnership				

Note It is good practice to consider issues relating to Welsh Language and Contract type although these areas are covered by legislation other than the Equality Act 2010.

Policy Name or Title: -

Procedure 01: Student Complaints Procedure

¹ Although the word POLICY is used throughout this template it should be changed to STRATEGY / OPERATIONAL DECISION as appropriate

About the Policy:		
What is the purpose of the Policy?	This Procedure is for all students or former students who want to complain about their academic programme (course) or any other services offered by the University.	
Who is responsible for the Policy?	Head of Governance and Compliance.	
strategic priorities?	Our Mission:	
	Our Values	

November 2018 Revision

Could the Policy be used to promote good relations?	The procedure is intended to resolve conflict at the earliest stage, and where

November 2018 Revision

Monitoring				
What quantitative or qualitative data is available to advise the Policy?	Each complaint is managed in accordance with the procedure. A reflection or debrief occurs at the conclusion of each complaint and any recommendations to advise the procedure are captured at this stage. Complaints are analysed annually with trends noted and reported to relevant task groups.			

Consultation

November 2018 Revision

Monitoring	
How will the Policy be monitored to ensure that it is achieving its aims?	Each complaint follows the procedure and any issues that arise resulting from the procedure are reviewed at that time.
	Continuous monitoring and reporting to Senate Regulations and Special Cases Committee occurs as part of the annual University Calendar.
Who will be responsible for monitoring the Policy?	Senate Regulations and Special Cases Committee.
How will the Policy be monitored to ensure that it does not disadvantage particular groups?	Any equality issues that arise will be explored and any reasonable adjustments shall be made.
When will the Policy be reviewed to see if it is achieving its aims and objectives?	This procedure is on a 3 year review cycle however is tested each time that it is used.