OPEN UNIVERSITY STUDENTS ASSOCIATION

Central Executive Committee (C E C)
13 – 15 November 2015

OU COMPLAINTS AND APPEALS PROCESS

The C E C is asked to:-

i) receive a demonstration on the OU complaints and appeals process by Martin Jackson, AD, Student Casework & Policy Co-ordinator, Lottie Cairns, Complain and Appeals Manager and John D’Arcy, Director, OU in Ireland.

Martin Jackson, John D’Arcy and Lottie Cairns will be in attendance at the meeting to give a demonstration on the new OU complaints and appeals processes that have now been adopted by Senate. The demonstration will include a discussion on how students are supported through the University’s complaints and appeals procedures and how they are supporting staff to deal with them promptly and informally.