



General Academic Regulations (Regulations Specific to a Particular Level of Study)

Postgraduate Taught Degree Programme Level

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3	Para 85 add link to new Student Discipline Procedures	Quality Enhancement & Assurance Team	N/A	12 Sept 2022
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5	Table 1 Period of Study – changes to reflect practice Para 32 clarification of what mark is used to calculate the credit weighted average Table 3 Classification – changes to reflect practice	Quality Enhancement & Assurance Team	Senate	AY 2024/25
6	Minor changes to clarify that motivational merits and distinctions are not available at postgraduate level of study	AFWG & QEAT	Senate	AY 2024/25

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Glossary of Terms

<i>Academic Suspension</i>	An interruption of studies for an individual, on academic grounds.
<i>Board of Examiners</i>	A committee responsible for considering and approving module results, making student progression decisions or determining eligibility for awards.
<i>Board of Study</i>	A Faculty's senior academic committee, which makes recommendations directly to Senate and takes some decisions on behalf of Senate via delegated authority.
<i>Compensation</i>	Where a student has failed to attain the pass mark in a module, they may, in specific circumstances, be granted a pass by compensation.
<i>Compulsory module</i>	A module which <i>must</i> be taken as part of the programme curriculum.
<i>Department</i>	Academic Departments within each Faculty.
<i>Elective module</i>	A module <i>freely chosen</i> by a student from programmes offered by the University.
<i>Faculty</i>	The University of Strathclyde has four faculties: <ul style="list-style-type: none"> • Engineering • Humanities and Social Sciences • Science • Strathclyde Business School
<i>Optional module</i>	A module chosen by a student from a list <i>defined</i> in a programme curriculum.
<u>PEGASUS</u>	An online portal which provides a number of services for students and staff members.
<i>Programme Handbook</i>	Guide detailing specific programme-related Information.
<i>Programme Regulations</i>	Specific requirements for individual programmes of study.
<i>Reattend</i>	This is a decision which is only taken in exceptional circumstances and it permits students to repeat their year of study.
<i>Registration with Attendance</i>	An option for students who are required to spend the session in Academic Suspension.

Senate	The academic governing body within the University, responsible for all academic matters including academic standards and quality.
<u>Regulations</u>	<p>The Regulations describe the remit and composition of various University committees; regulate the academic work of the University, the education and discipline of its students, and such other matters as lie within the functions of Senate.</p> <p>These Regulations stand separate to the General Academic Regulations.</p>
<u>University Ordinances</u>	Regulatory document providing details on the way in which the University is governed.
<u>Voluntary Suspension</u>	A voluntary interruption of studies for an individual who is otherwise qualified for continued study.

LIST OF AWARDS

1. The University confers the following awards by the authority of the Senate under [Ordinance 3](#):
 - a. Master in Management (MiM)
 - b. Master of Architecture (MArch)
 - c. Master of Arts (MA)
 - d. Master of Business Administration (MBA)
 - e. Master of Communications Management (MCM)
 - f. Master of Education (MEd)
 - g. Master of Environmental Studies (MEnvS)
 - h. Master of Laws (LLM)
 - i. Master of Letters (MLitt)
 - j. Master of Science (MSc)
 - k. Master of Technology Management (MTM)
 - l. Postgraduate Diploma (PgDip)
 - m. Postgraduate Certificate (PgCert)

CONTEXT

2. In interpreting these General Academic Regulations, regard should be given to the University's [Academic Policies and Procedures](#) and, where appropriate, Programme Handbooks.
3. Students should also read these General Academic Regulations in conjunction with the University's [Constitutional Regulations](#) which set out specific requirements for individual programmes of study.
4. Where reference is made to information in Programme Handbooks, the relevant Board of Study shall have approved such information or have delegated authority to Faculty Academic Committee to do so.
5. Boards of Examiners are assigned to one (or more) programmes and are responsible for ratifying student results and for making recommendations to the Board of Study. All decisions taken by Boards of Examiners, acting on behalf of the relevant Board of Study, shall subsequently be reported to that Board of Study.
6. Senate delegates authority to Boards of Examiners to make decisions on student outcomes.
7. In the unlikely event of any conflict between these General Academic Regulations and other University publications, including Programme Handbooks, the Regulations take precedence.

DEFINITION OF AWARDS

Masters Degree

8. The degree of Master is awarded after completion of taught programmes, programmes of research or a mixture of both.

Postgraduate Certificate (PG Cert) and Postgraduate Diploma (PG Dip)

9. These qualifications are located at the same academic level as Master's degrees in the Qualifications Frameworks but involve a lower overall volume of learning (and credit where credit is used). They are often used in the context of initial and continuing professional

development. Master's degrees may incorporate progression through postgraduate certificate and diploma stages.

JOINING THE UNIVERSITY

Admission

10. The University's [Admissions Policy](#) sets out the key areas for consideration when setting the admission criteria for a programme, including academic and professional qualifications, work experience, English language requirements, etc.
11. A number of programmes have multiple starting points throughout the academic year. Programmes with multiple starting points may have different programme structures and progression requirements dependent on the student's starting point. Students registering for these programmes should contact their departments to clarify the structure and progression arrangements for these programmes. A list of the programmes that fall within the parameters above are listed on the academic regulations' web page¹.

Recognition of Prior Learning

12. Recognition of Prior Learning is the process for recognising learning that has its source in experience and/or previous formal, non-formal, and informal learning contexts.
13. The University's Policy on the Recognition of Prior Learning deals with how prior learning can be recognised to allow exemption from specific modules of a Strathclyde programme and/or to allow advanced entry leading to a Strathclyde award or qualification.
14. Recognition of Prior Learning is normally applied for at the point of admission. Please refer to the [University's Policy on Recognition of Prior Learning](#) for further information.

Period of Study

15. Standard minimum and maximum registration periods are set out below:

Table 1

Award	Full Time (Months)		Part Time (Months)	
	Minimum Duration	Maximum Duration	Minimum Duration	Maximum Duration
Postgraduate Certificate	6	12	9	24
Postgraduate Diploma	9	24	21	48
Master's	12	36	24	60

16. Exceptionally, the maximum period of study may be extended by Supervisor and Head of Department/School.

Mode of Study

17. Programmes may be offered on a full-time and/or part-time basis however part-time study is not available to certain groups, such as visa holding students.

¹ Please click **here** to see the full list of programmes.

18. At the discretion of the relevant Board of Study, on the recommendation of the relevant Head of Department (or their nominee), a student may transfer from full-time to part-time study and vice-versa where an appropriate programme is available. At this time, the relevant minimum and maximum periods of study will be reviewed. For some students, transfer from full-time to part-time study will be prohibited, in line with UK Visa & Immigration (UKVI) compliance requirements.
19. Part-time students will follow a pattern of working in line with that of full-time students, on a pro-rata basis.

Place of Study

20. Except where the Senate has approved distance learning arrangements for off-campus study, modules shall normally be undertaken within the University or within an institution or agency approved by the Senate for this purpose.
21. A student may undertake part of their study in an [approved institution abroad](#), according to an approved curriculum. Normally only one such study period is permitted.

Registration Status

22. Students must register for their programme and remain registered for the duration of their study. A student's registration status is subject to change in certain circumstances (see paragraph 74).

UNIVERSITY EXPECTATIONS

Engagement

23. Every student registered for a programme of study shall be required to engage in required elements regularly and to perform to a satisfactory standard.
24. A student has an obligation to inform the University, at the first reasonable opportunity, of any medical or other circumstances which might adversely affect their attendance, performance and/or ability to study.
25. In cases where a student is found to not be attending required elements of programmes of study, and/or is failing to perform satisfactorily, they may be considered by the appropriate Board of Study for withdrawal of registration from the University on the basis of a lack of engagement and/or satisfactory academic performance.
26. In some cases, a Programme Director (or their nominee) may recommend to the Vice-Dean (Academic) that students are not permitted to take elements of the programme, where they are considered not to be appropriately engaging or performing satisfactorily. Decisions taken by the Vice-Dean (Academic) are ratified by the Board of Study. In such cases, students will be informed of this decision in writing. A student in this position may subsequently be permitted by the Programme Director (or their nominee) to undertake the missed element of the programme at the next available

opportunity. This will be dependent on satisfactory attendance, engagement and performance.

Assessment

27. It is important that the nature of assessment is fully communicated to students via a range of materials.
28. A student shall complete the assessments during the academic year in which the modules were undertaken unless permitted by the relevant Board of Study to postpone the assessment or where alternative arrangements have been made in line with the University's [Policy for Flexible Learning Arrangements](#).
29. Students are required to pass written and oral examinations and to perform to the satisfaction of the Board of Examiners in the relevant coursework. In the case of students on the degree of Master, this includes in the dissertation or project.
30. The relevant Board of Examiners may exceptionally permit alternative forms of re-assessment for a module where they consider it to be in a student's interests.
31. Taught modules shall be assessed by a range of methods of summative assessment:
32. The [University Assessment and Feedback Policy](#) sets guidelines applicable to both undergraduate and postgraduate programmes.
33. For all modules at all Levels, unless otherwise stated, there will be a diet of formal assessment at the end of each semester and a re-sit diet. The module mark gained at the first attempt will be the mark used when calculating the credit weighted average.
34. Except where a programme includes an integrative/reflective module that will draw on work in other modules, each item of work may only be assessed in one module.
35. Unless prior authority of the relevant Board of Study has been given, a student who fails to satisfy the Board of Examiners at the first assessment for a module shall undertake re-assessment at the first available opportunity.
36. At the discretion of the relevant Board of Examiners or Programme Director, students may be required to attend and participate in an oral examination. Exceptionally, this may be in place of the normal assessment for the relevant module(s). This does not permit a borderline student to be given an oral examination by an External Examiner.
37. The Board of Examiners may exceptionally permit alternative forms of re-assessment for a module where they consider it to be in a student's interest.
38. A student who satisfies the attendance and performance requirements but fails to satisfy the Board of Examiners in respect of any of the assessments within a module at the first diet of assessment may be permitted one further attempt (a maximum of two attempts in total) to pass the relevant assessment. Students should ensure they have declared any personal circumstances as per the [Personal Circumstances and Academic Appeals Procedure](#).

39. The relevant Board of Study, acting on the recommendation of the Board of Examiners, may discount an attempt for a module(s) where appropriate evidence has been provided.

Dissertations

40. Where a dissertation is required, a student will normally be expected to have performed to the satisfaction of the Board of Examiners in the taught components of the programme before being permitted to proceed to the dissertation. The nature of some programmes means that the student will begin working on the dissertation before all taught elements of the programme have been completed.
41. The dissertation shall be of a length and standard approved by the Board of Study and shall normally be submitted by a date approved by the Board of Study and published in the appropriate Programme Handbook.
42. Any dissertation submitted must be written in English. Exceptionally, the Board of Study concerned, acting on behalf of Senate, may permit submission in another language. In such a case, as a minimum, a translation of the abstract into English must accompany the dissertation.

PROGRAMME STRUCTURE

Curriculum

43. The curriculum of a programme may be comprised of compulsory, optional and/or elective modules.
44. Each student must follow the curriculum as prescribed in the relevant Programme Regulations. These will be published on an annual basis by the Senate on the recommendation of the relevant Board of Study.
45. Individual modules shall be assigned a level based on expected learning outcomes and a credit rating based on the volume of learning required.
46. The curriculum of every student must be approved by the relevant Head of Department (or their nominee), or equivalent, acting on behalf of the relevant Board of Study.
47. A pass in all compulsory modules is a necessary condition for award. Where a pass in a particular module is a necessary condition for progression this shall be clearly stated in the relevant programme regulations.
48. Programme delivery, materials, assessed work and oral examinations shall be in English unless stated otherwise in individual Programme Regulations.

Selecting Optional Modules

49. The curriculum for a programme shall be set out in the Programme Regulations and shall indicate which modules are compulsory and which are optional.

50. Where unlisted optional modules may be chosen as part of the curriculum, the approval of the Head of Department (or their nominee) responsible for offering each module is also required.
51. The University cannot guarantee that all optional or elective modules will be available in any given academic year. The choice of modules may be subject to constraints of timetabling and may also be influenced by professional requirements as well as by a student's entrance qualifications or pre-requisite modules passed.

Credit Structure

52. The university employs a credit structure based on multiples of 20. The structure of taught programmes shall normally accord with those set out below:

Table 2

Award	Credit Requirements	Minimum Level Requirement
Postgraduate Certificate	60	50 credits at Level 5
Postgraduate Diploma	120	100 credits at Level 5
Master's Degree	180	150 credits at Level 5

53. For a typical student, one credit equates to approximately 10 notional hours of learning.
54. Programmes may specify a minimum number of credits greater than those given in the table above. This shall be stated in individual Programme regulations.

Exceptions to the Standard Credit Structure

55. There are exceptions to the 'multiples of 20' structure based on multiples of 10, such as programmes structured to meet professional accreditation requirements, graduate apprenticeships programmes, and programmes where a pedagogical case has been approved. These exceptions are approved by Senate and full details are available in the relevant Programme Regulations.
56. In certain circumstances, for example to meet professional accreditation requirements, the credit requirement may exceed the standard framework.

Award of Credits

57. A mark of 50% in Level 5 modules is deemed a clear pass.

Progression

58. At all stages of the programme, a student must achieve an approved standard of performance with regard to level of study and academic attainment specified in the Programme Handbook.

59. The progress of every student shall be determined by the relevant Board of Examiners although the Board shall defer consideration of progress or award for any student currently involved in disciplinary proceedings.
60. Progress requirements for a programme available on a part-time basis shall be detailed in individual Programme Regulations.
61. Credits in particular modules required for progress shall be detailed in individual Programme Regulations.
62. Details of any required minimum level of performance to permit a student to progress from Certificate to Diploma and from Diploma to Master's are shown in individual Programme Regulations.
63. A full-time Master's student may be required to accumulate a minimum of 90 taught credits in order to progress to the next stage of their programme.
64. Students on the degree of Master will normally be expected to perform to the satisfaction of the Board of Examiners on the taught components of the programme before being permitted to proceed to the project and/or dissertation.
65. A student who is deemed to have failed the dissertation will not normally be permitted a further attempt at passing the module. At the discretion of the Board of Examiners, a maximum of one additional attempt may be permitted and this will be dependent on overall performance and will be subject to the approval of the Board of Examiners. In such cases, re-submission shall normally be within one year of the first submission date.
66. A student may be subject to a restriction in the number of modules that may be re-assessed.

Compensation Scheme

67. Where a student has failed to attain the pass mark in a module they may, in line with the University's [Policy on Compensation Scheme](#), be granted a pass by compensation. The relevant Programme Handbook contains further details.
68. For the avoidance of doubt, a pass by compensation shall be regarded as a pass.

Restricted Examination Attendance

69. 'Restricted Examination Attendance' is referred to as NQ (Not Qualified) in some Faculties.
70. When a student does not satisfy engagement and performance requirements of a module, they shall not be entitled to take the assessment. The decision will be made by the Head of Department/School and the relevant Vice Dean (Academic) or nominee. The student shall be informed of this in writing.

71. A student who is deemed to have failed a taught module shall normally have one further opportunity to be re-assessed on a similar basis or by such other means as the Department offering the module may decide. The nature of re-assessment shall be identified in module descriptors and/or Programme Handbooks. The attempt shall normally be made at the next available diet of examinations.
72. Boards of Examiners may exceptionally permit alternative forms of re-assessment for a module where they consider it to be in a student's interest. The Board of Examiners may also require the student to re-attend the module.
73. The Board of Examiners may discount an attempt for a module where appropriate medical or other evidence has been provided, subject to report to the relevant Board of Study.

CHANGES TO REGISTRATION STATUS

Transfer of Registration

74. On the recommendation of the relevant Head of Department (or their nominee), the Board of Study may approve transfer of a student's registration between:
 - a. Masters degree; or
 - b. Postgraduate Diploma; or
 - c. Postgraduate Certificateas appropriate, subject to a related programme being available.
75. The Board of Study shall determine what recognition towards the fulfilment of the requirements may be given to the period that the student has completed.
76. Where a student on the degree of Master or Postgraduate Diploma has satisfied the Board of Examiners but requests transfer to the Postgraduate Diploma or Postgraduate Certificate, the Board of Study, acting on behalf of Senate and in accordance with the recommendation of the Head of Department or Programme Director or Board of Examiners, may:
 - a. permit registration to be transferred to Postgraduate Diploma or Postgraduate Certificate programme by instruction (as appropriate), subject to a related programme being available; or
 - b. recommend the award of such a Postgraduate Diploma or Postgraduate Certificate (as appropriate).
77. Where a student has failed to satisfy the Board of Examiners, the Board of Study, acting on behalf of Senate and in accordance with the recommendation of the Board of Examiners, may:
 - a. require that registration be transferred to Postgraduate Diploma or Postgraduate Certificate programme by instruction (as appropriate), subject to a related programme being available; or

- b. suspend a student from attendance at modules but require them to undertake assessments until the required number of credits and necessary passes have been obtained to allow the student to proceed to the next stage/year of the programme; or
 - c. recommend the award of such a Postgraduate Diploma or Postgraduate Certificate (as appropriate); or
 - d. terminate the student's registration and require the student to withdraw.
78. On the recommendation of the relevant Head of Department (or their nominee), the Board of Study may approve transfer of a student's registration between levels of awards (MSc, PGDip & PGCert), subject to a related programme being available. The Board of Study shall determine what recognition towards the fulfilment of the requirements may be given to the period that the student has completed.

Suspension

79. On the recommendation of the relevant Head of Department (or their nominee), the relevant Vice Dean Academic (or nominee) may permit a student to undertake [Voluntary Suspension](#) for the whole or part of an academic year.
80. On the recommendation of the relevant Head of Department (or their nominee), the relevant Vice Dean (Academic) or nominee may determine that a student undertakes a period of Academic Suspension.
81. Both Voluntary Suspension and Academic Suspension have implications for visa holding students.

Registration with Attendance

82. Registration with Attendance may be an option for students who are required to spend the session in Academic Suspension. If their application is successful, they are permitted to attend their failed classes on a part-basis while remaining on a full-time programme.

Reattend

83. In exceptional circumstances, a Reattend decision permits a student to repeat their year of study where the student has not gained sufficient credits to progress to the next stage of the programme or qualify for the aimed award and must reattend the same year of the programme next session.

Student Misconduct

84. The [Student Discipline Procedures](#) seek to ensure that any instances of misconduct (both academic and behavioural) are dealt with fairly and promptly by those with clear authority from the University. The Procedures apply to students who are subject to the discipline of the University as prescribed in the [University Ordinances 5.2](#). A student may be required to withdraw from a programme as a consequence of misconduct. This decision would be taken by a Senate Discipline Committee on behalf of Senate.

Unprofessional Conduct

85. A student may be required to withdraw from a programme as a consequence of [unprofessional conduct](#). Such a decision would be taken by a [Fitness to Practise](#) hearing on behalf of Senate.

Withdrawal

86. A student who is reported to the relevant Board of Study for persistent non-engagement, in accordance with published Faculty procedures, may have their registration terminated and be required to withdraw from the programme.
87. Prior to the next scheduled meeting of a Board of Study, the Vice Dean (Academic) or nominee of the relevant Faculty may authorise the termination of a student's registration and require that student to withdraw from their programme where that student has been reported for persistent non-attendance at modules or failure to engage with programme requirements. Such a termination of a student's registration may only be undertaken where:
- a. a significant and persistent failure to attend or engage with programme requirements has been confirmed by the appropriate Department or Programme; and
 - b. the student has been offered appropriate opportunities to redeem their position, including the offer of support in cases of significant personal difficulties as outlined in sections 1.10 and 1.11 of the [Personal Circumstances and Academic Appeals Procedure](#).
88. The Vice Dean (Academic) or nominee will report such a decision to the next scheduled meeting of a Board of Study.
89. Students subject to immigration control are required to hold appropriate permission to stay in the United Kingdom permitting them to study. Where a student does not hold such permission, their registration may be terminated by the Director of Student Experience (or nominee), resulting in a withdrawal.

Transfer to Part-time

90. On the recommendation of the relevant Head of Department (or their nominee), a student may transfer to part-time study, subject to this mode of study being available.

OUTCOMES

Board of Examiners

91. The [Board of Examiners](#) shall consist of not less than four persons, including an External Examiner and academic staff responsible for the conduct of the course. It shall normally be convened by the Programme Director or Head of Department.
92. The Board of Examiners, acting on behalf of Senate, shall ratify one of the following:
- a. award of the appropriate degree, diploma or certificate with distinction; or
 - b. award of the appropriate degree, diploma or certificate with merit; or
 - c. award of the appropriate degree, diploma or certificate; or
 - d. progress to subsequent stages of the programme; or

- e. withholding of the award of the degree or other qualification pending further study or submission/resubmission of assignments.

Award

- 93. A student who satisfies the conditions of the [Ordinances](#) governing the award of postgraduate degrees, diplomas and certificates and of the general and programme regulations will, on payment of the required fees, be entitled to receive the appropriate award.
- 94. To qualify for the award of the degree, a student must have achieved the credit requirements specified in the postgraduate taught credit structure (see paragraph 52) and those of the curriculum as specified in the Programme Regulations. The graduate shall receive a degree parchment setting forth the programme of study in which the degree has been granted and, if appropriate, the classification in which the graduate has been placed.
- 95. A student on a programme which has multiple exit points (e.g. Postgraduate Certificate, Postgraduate Diploma and degree of Master) may only retain one of the possible awards.
- 96. Where a programme of study is undertaken on a part-time basis over a period of more than three years, Senate may approve interim awards that may be retained provided that such awards relate to separately named programmes governed by distinct programme regulations.

Classification

- 97. The Board of Examiners, acting on behalf of Senate, shall ratify one of the following:
 - a. award of the appropriate degree, diploma or certificate with distinction; or
 - b. award of the appropriate degree, diploma or certificate with merit; or
 - c. award of the appropriate degree, diploma or certificate; or
 - d. progress to subsequent stages of the programme; or
 - e. withholding of the award of the degree or other qualification pending further study or submission/resubmission of assignments; or
 - f. transfer or termination of registration.
- 98. In reaching their decision, Boards of Examiners shall have regard to a student's performance against the following criteria for an Award (Aimed, Alternative or Exit Award):
 - a. a pass 'with Merit' shall be granted where a student has achieved a credit-weighted average, rounded to the nearest integer, of 60 - 69%,
 - b. a pass 'with Distinction' shall be granted where a student has achieved a credit-weighted average, rounded to the nearest integer, of 70 – 100%,
 - c. credit weighted average will be calculated on a minimum of 60 credits using any modules:
 - i. passed at first attempt or by compensation, and
 - ii. with a numerical mark (not pass/fail).

Table 3

Classification	Credit Weighted Average Mark
Distinction	70 -100
Merit	60 – 69
Non-Classified	50 – 59
Non-Classified Or For some programmes the award will be dependent on the professional requirements for a particular subject area. Further information is available from the relevant Faculty/Department.	49 and below

99. The Board of Examiners may require a Masters student who has failed to gain a credit weighted average of 50 or above to transferred to the degree of Postgraduate Diploma. Where a transfer is made, the student may be granted exemption either in whole or in part from the assessments required for that degree. The exemption will only be granted when, in the opinion of the Board of Examiners, evidence of sufficient attainment has been provided. Further information is available from the relevant Faculty/Department.

Appeals

100. The following Appeals Regulations should be read in conjunction with the University's [Personal Circumstances and Academic Appeals Procedure](#).

101. A student who has been:

- a. required to transfer registration; or
- b. suspended from attendance at modules; or
- c. withdrawn

may appeal to the relevant Board of Study for reconsideration of the case.

102. A student may appeal to the relevant Board of Study for reconsideration of a decision. Such an appeal must be submitted - and the outcome of any such appeal must be decided upon - before the student's award is confirmed.

103. The grounds for appeals may be any of the following:

- a. that there were procedural irregularities in the conduct of the examination or of the assessment (including alleged administrative error of such a nature as to cause reasonable doubt as to whether the examiners or the Board of Study would have reached the same conclusion if the alleged error had not been made); or
- b. that there were medical, personal or other circumstances affecting the student's performance of which the examiners or the Board of Study were not aware when their decision was taken; or
- c. that there was inadequate assessment, prejudice or bias on the part of one or more of the examiners or assessors.

104. An appeal shall be lodged in writing with the relevant Faculty Office no later than a date specified by the Board of Study and notified in the letter informing the student of the transfer of registration or suspension or requirement to withdraw or confirmation of an award.
105. The appeal shall be supported by appropriate documentary evidence not previously available.
106. A student has an ultimate right of appeal to the Senate normally following an unsuccessful appeal to the relevant Board of Study. Such an appeal shall be lodged in writing with the Senate Appeals Committee within six weeks of the date on the Faculty Appeal outcome letter and shall be supported by all the appropriate documentary evidence.
107. The student will have a right of appearance, either alone or accompanied by one person, at the hearing of the appeal to the Senate.

Making a Complaint

108. A complaint is any expression of dissatisfaction about an action or lack of action by the University or about the standard of service provided by us or on our behalf. Complaints can provide valuable feedback and influence the enhancement of university services. The University records all complaints and uses them to identify improvements. Please refer to the University's [Complaint's procedures](#).