PROCEDURE FOR FORMAL COMPLAINTS

It is at the heart of the College’s sense of itself that difficulties which any of its members meet are dealt with rapidly, as informally as appropriate, and by agreement wherever possible. It would be a mark of significant failure if grievances of any kind were not attended to promptly and fairly, and with a proper concern for confidentiality.

Certain classes of problem have their own particular provisions:

1. Appeals against University examination results are directed to the Examiners’ Boards either through Tutors or in some instances by the student concerned; for details of the procedures, see http://www.cusu.cam.ac.uk/campaigns/education/camexams/academicappeals.html/.

2. Complaints of racial or sexual harassment are dealt with under the College policy, which is set out in documents kept in the JCR and MCR, and also obtainable from the Senior Tutor’s Office and on the College website.

3. Formal disciplinary proceedings for grave offences against the regulations of the College and the University are handled through the College Disciplinary Committee. Details of its workings are found in the College Statutes or on application to your Tutor or the Senior Tutor’s Office, on the College website. Details of regulations and the College’s Code of Discipline are to be found in the Information for Junior Members (also on the College website). Happily this rarely needs to be invoked.

More generally, if anyone is concerned about an aspect of his or her dealings with any of the College officers or staff which cannot be settled face to face, the first point of recourse should either be his or her Tutor or one of the officers of the RCSA. Formally the Tutor is responsible for pursuing a point on a student’s behalf, but of course it would be wise also to consult fellow undergraduates or graduates on the matter. Should it prove impossible for a student and his or her Tutor to resolve the problem, then the matter should be referred to the Senior Tutor. At this, and any subsequent meeting, complainants may be accompanied by any other person of their own choosing. Only if it proves impossible to reach agreement by this route will it be necessary to proceed to a more formal complaint.

Should this happen, the Senior Tutor, in consultation with the aggrieved student, will put the matter to the Disciplinary Dean, setting out the nature of the complaint, the steps which have proved unsuccessful in solving it, and the remedies so far considered. The Disciplinary Dean will investigate the complaint as promptly as is reasonably possible, keeping a written record of the investigation, which will be available to all parties throughout the process, and will respond in writing with the reasons for upholding or rejecting the complaint, and the action to be taken on it, again in reasonable time. The College shall accept this decision and act on it promptly and fully.