

## Complaints

As at 31/7/13

The University's General Complaints Procedure for Students, Prospective Students and Members of the Public can be found at: <http://dundee.ac.uk/academic/complaints.htm>.

Ref. No.	Start date	Student/ Prospective Student/ Member of Public	School./ Dept./ Course	Nature of complaint (see note)	Stage 1 dealt with by	Outcome of Stage 1	Stage 2 Investigation	Outcome of Stage 2	Stage 3 – refer to SPSO	Outcome of SPSO
12/13(1)		Student	Medicine	Withdrawn PhD student who tried to get readmitted	PGLA	Not Upheld				
12/13(2)		Student	DJCAD	Fee Status	PGLA	Not Upheld				
12/13(3)		Student	Environment	Fee Status	PGLA	Not Upheld				
12/13(4)		Student	Life Sciences	Non release of degree certificate because of debt	PGLA	Not Upheld				

### Notes:

#### Nature of Complaint

Person (Communication/performance)

Process (Procedures)

Equipment (faulty/not available)

Policy (rules/regulations)

Other (please state)