

3 STAGE 1: LOCAL RESOLUTION

Any individual applicant, student or alumnus (or group of applicants, students or alumnus) has the right to raise issues about the delivery of a service. Concerns must be raised first with the individual responsible for that service at local level (the local manager). Such individuals or groups are advised to raise their concerns as quickly as possible, to enable the department concerned to address the problem before it is too late. The local manager has a responsibility to respond to, and try to resolve, all issues raised at local level to the satisfaction of all parties. As many concerns as possible should be resolved at this informal stage through local measures.