

**BANGOR UNIVERSITY
EQUALITY IMPACT ASSESSMENT**

The process of Equality Impact Assessment (EIA) should be embedded into new policy development, policy review, strategic and operational decisions¹ in order that inequalities and discrimination are eliminated or addressed at the earliest opportunity.

This checklist forms part of the university's approach to equality impact assessment and should be used to assess the impact of the policy on groups with protected characteristics as outlined by the Equality Act 2010.

EQUALITY GROUPS:				
Age	Disability	Gender Re-assignment	Pregnancy and maternity	Welsh Language
Race	Religion and belief	Sex	Sexual orientation	Contract Type
Marriage and civil partnership				

Note –It is good practice to consider issues relating to Welsh Language and Contract type although these areas are covered by legislation other than the Equality Act 2010.

Policy Name or Title: -
Procedure 01: Student Complaints Procedure

¹ Although the word POLICY is used throughout this template it should be changed to STRATEGY / OPERATIONAL DECISION as appropriate

About the Policy:	
What is the purpose of the Policy?	This Procedure is for all students or former students who want to complain about their academic programme (course) or any other services offered by the University.
Who is responsible for the Policy?	Head of Governance and Compliance.
How does the Policy link to the University's strategic priorities?	Our Mission: "inclusive experience". Our Values: "safe, welcoming and inclusive environment".
Which Groups are stakeholders in the Policy?	Students. Former students that were registered within the last 12 months. Staff.
Will the Policy be applied uniformly to all areas of the University?	Yes.
Please state which groups the Policy applies to.	Students. Former students that were registered within the last 12 months). Staff.

Have the following been considered? (requirement of the Public Sector Equality Duty)	
Could any elements of the Policy be directly or indirectly discriminatory?	The purpose of the procedure is to ensure that there is a fair, transparent and consistent process in place for students and former students (as defined in Procedure 01 – Section 6.) to address complaints that they may have.
Could the Policy be used to promote diversity and equal opportunities?	The procedure is intended to ensure that all parties have equal opportunities and protect the rights of all students to complain. Extenuating circumstances will be considered in determining outcomes.

November 2018 Revision

<p>Could the Policy be used to promote good relations?</p>	<p>The procedure is intended to resolve conflict at the earliest stage, and where appropriate, in the most informal way possible. The procedure follows the OIA "Good Practice Framework" and aims to improve services and the student experience.</p>
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Monitoring	
What quantitative or qualitative data is available to advise the Policy?	Each complaint is managed in accordance with the procedure. A reflection or debrief occurs at the conclusion of each complaint and any recommendations to advise the procedure are captured at this stage. Complaints are analysed annually with trends noted and reported to relevant task groups.
Consultation	
What Groups have been consulted in drafting the Policy?	The Senate Regulations and Special Cases Committee is responsible for the approval and amendment of this procedure.
How has consultation taken place?	Regular meetings of the key stakeholders occur each year and records kept. Any staff member or student can suggest changes to the procedure through the Compliance and Regulations Assistant.
How has consultation informed the development of the Policy?	Consultation with key stakeholders has occurred to increase accessibility of the procedure to users. The procedure has a set review cycle whereby developments will be captured.
Implementation	
How will the Policy be implemented?	<p>The Senate Regulations and Special Cases Committee is responsible for the approval and amendment of this procedure.</p> <p>The procedure will be available online at www.bangor.ac.uk and also in print upon request. Complaints procedure briefings are delivered each year and available to all staff to attend.</p>
Who will be responsible for the implementation of the Policy?	The Senior Student Affairs Officer is responsible for ensuring that the implementation of the Regulation is in line with what is stated in the document. The Senate Regulations and Special Cases Committee will oversee this.

Monitoring	
How will the Policy be monitored to ensure that it is achieving its aims?	Each complaint follows the procedure and any issues that arise resulting from the procedure are reviewed at that time. Continuous monitoring and reporting to Senate Regulations and Special Cases Committee occurs as part of the annual University Calendar.
Who will be responsible for monitoring the Policy?	Senate Regulations and Special Cases Committee.
How will the Policy be monitored to ensure that it does not disadvantage particular groups?	Any equality issues that arise will be explored and any reasonable adjustments shall be made.
When will the Policy be reviewed to see if it is achieving its aims and objectives?	This procedure is on a 3 year review cycle however is tested each time that it is used.

Resource implications	
Training – are there any training requirements associated with the development, implementation or monitoring of this Policy?	The OIA Good Practice Framework expects that all University Staff are familiar with the Complaints Procedure. Complaints procedure briefings are available for all staff to attend.
What are the other resource implications of implementing the Policy (including time and workload)?	Online resources are being developed and will be made available at www.bangor.ac.uk

RECOMMENDATIONS AND REVIEW DATE	
3 years	
IMPACT ASSESSMENT SIGNATURE AND DATE	
Steve Barnard	27 th November 2018