Department of Veterinary Medicine
Dealing with student concerns

If you have a serious concern which may be long standing or may arise suddenly, or is about a particular individual:

- The concern should be directed to the Academic Support Officer (ASO), by email in the first instance
- The ASO will send a confidential email to the Director of Teaching (DoT), (and to the Secretary of the Department for her information). The ASO will pass on the concern anonymously if appropriate and will not pass on your name without your prior consent
- The ASO will send an acknowledgement email to you to let you know that she has forwarded on your concern
- If appropriate, the DoT will speak to you in person as soon as possible, and in confidence, to find out more about the issue that has arisen
- Depending on the nature of the concern, the DoT will make further enquiries/investigations, and may request that other senior members of the Department, including the Head of Department, assist with this
- The DoT will decide what action should be taken, in conjunction with other senior colleagues if appropriate
- If there are outcomes or action points which arise as a result of dealing with your concern, these will be communicated to you to ensure that the ‘loop’ is closed, and to the wider student body if appropriate
- Confidentiality will be maintained in all circumstances when this is appropriate. If dealing adequately with the matter precludes this, you will be consulted before any further action is taken

Other issues not normally covered by this policy

- Comments about the library, Student Resources Building, or queries regarding teaching and the curriculum should be communicated via the student representatives to the Student Consultative Committee
- Comments on handouts or quality of lectures delivered should be communicated direct to individual course organizers, or you may give feedback via the online feedback system
- Comments or concerns about EMS should be directed to your VSCS or the EMS Co-ordinator
- Comments on examinations should be directed to the Chair of Examiners, the DoT or the ASO.
- Issues regarding physical or mental health problems should be communicated to your College Tutor, the DoT or to the Department’s Pastoral Support Officer, as appropriate