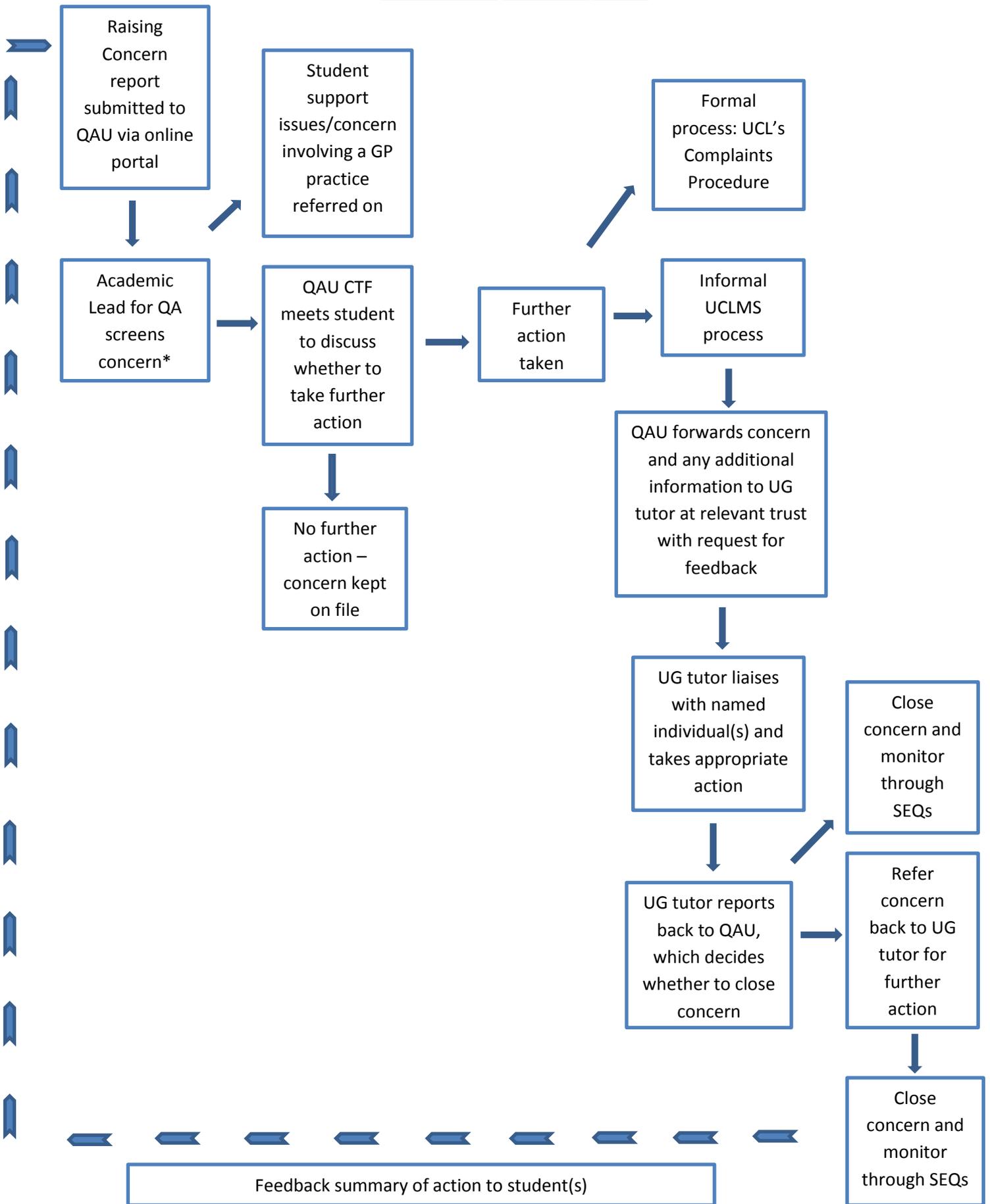


UCLMS' Raising Concerns process



* In instances when more than one complaint has been received about the same individual(s), the Academic Lead will refer the matter directly to the relevant UG tutor/director of undergraduate education with a request for feedback

UCLMS' Raising Concerns process

- A student/group of students submits a raising concern report via the online portal. The portal is checked at least once daily by a member of the quality assurance unit (QAU).
- The Academic Lead for Quality screens the concern and decides what action to take: student support issues are referred to UCLMS' Divisional Tutor; a complaint involving a GP practice is referred to the Director of Undergraduate Education for Primary Care; a complaint against an individual(s) who has previously been complained about is referred directly to the undergraduate tutor/director of undergraduate education at the relevant trust; other concerns are dealt with as below.
- The QAU's Clinical Teaching Fellow (CTF) contacts the student(s) to arrange a meeting/phone call in order to discuss the concern further.
- The CTF meets/speaks to the student(s) to find out further details of the concern and discuss what action, if any, they would like the QAU to take. If the student doesn't want to take the matter any further, the report of the concern is kept on file in case further complaints are submitted about the relevant individual(s) in the future.
- If the student wants to take the matter further, there are 2 potential processes: the formal process via UCL's Student Complaints Procedure; or UCLMS' informal process.
- UCLMS' informal process: the QAU sends the details of the concern along with any additional information to the undergraduate tutor/director of undergraduate education at the relevant trust, along with a request to liaise with the relevant individual(s) and report back any required action by a specified date.
- The undergraduate tutor/director of undergraduate education speaks to the relevant individual(s), takes any necessary action and reports back to the QAU, which decides whether to close the concern.
- If the QAU believes that sufficient action has been taken, the concern is closed and will be monitored through future SEQs.
- If the QAU believes that insufficient action has been taken, the concern will be referred back to the undergraduate tutor/director of undergraduate education for further action. Once the QAU agrees that sufficient action has been taken, the concern is closed and will be monitored through future SEQs.
- The QAU feeds back to the student(s) a summary of the actions that have been taken.