Early Resolution Process

Step 1

- Issue appeal or complaint
- Early Resolution Process
- Informal discussion of issues with relevant TALENT representatives

Step 2

Issue Resolved

YES

Process Complete

NO

Formal Resolution Process

Step 3

- Complete TC1 or TA1 and send by email to ! Academic Development & Diversity
- Receipt acknowledged within 3 days
- Director of Academic Development & Diversity - Initial Review
- Outcome of Initial Review complete within 10 days

YES

NO

Step 4

- TALENT Complaints Procedure
- TALENT Appeals Procedure
- Other University procedure e.g. Problem Resolution Framework