

5.5 Student opportunity to raise issues

Procedures are in place to facilitate research students raising issues related to their research programme or related services, and to make complaints, including matters such as allegations of academic dishonesty, discrimination and harassment.

Supports are in place to allow research students to avail of confidential, independent and objective advice in respect of these procedures. Such supports involve trained and suitably experienced individuals and anticipate a range of possibilities for access to such supports.

Procedures are in place to capture relevant information related to formal student complaints. Complaints are logged and reported for quality improvement purposes and trends are addressed. Such procedures preserve student anonymity and confidentiality.

Procedures are in place to implement follow-up actions required where complaints are upheld. Such procedures include matters regarding the certification¹ of qualifications and clarify the procedures and criteria for the withdrawal of an award and the standing of the award documentation and other matters relating to research outputs.

1 QA Guidelines for Certification are set out in the Sector Specific QA Guidelines for Designated Awarding Bodies (section 6.1) and Sector Specific QA Guidelines for Institutes of Technology (section 6.1).