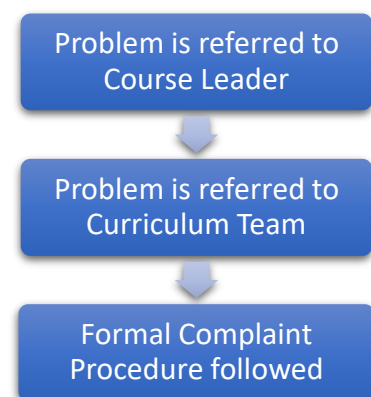


# Guidance on Resolving Problematic Situations Informally

Sometimes situations will arise that require guidance, mediation or resolution which can be dealt with quickly and easily. Rather than engaging in the lengthier complaints procedure, we can attempt to resolve such problems informally. If the situation is not simple or poses a risk, then it would be best to submit a formal complaint instead.

## Courses

1. Refer the problem to your Course Leader who will respond with feedback **within two weeks**.
2. If you are dissatisfied with this response, a copy of the Course Leader's feedback will be referred to the Curriculum Team who will respond **within two weeks**.
3. If you are dissatisfied with this response, please refer to **Formal Complaints Procedure**.



## Counselling

1. Refer the problem to the Clinical Lead, who will respond with feedback **within two weeks**.
2. If you are dissatisfied with this response, a copy of the Clinical Lead's feedback will be referred to the Clinical Governance Board who will respond **within two weeks**.
3. If you are dissatisfied with this response, please refer to **Formal Complaints Procedure**.

