

Dispute Resolution Routes

Where STP Tutors have questions or concerns they should address these to the Module Convenor or the academic they normally liaise with in relation to their teaching role. Every department will also have an STP Coordinator; a member of staff with academic oversight over all STP Tutors.

A list of the named STP Coordinators for each department will be published on the STP webpages. This STP Coordinator will be the first person to escalate concerns or questions with if these cannot be addressed at the local level. Should matters not be resolved by them, they can be escalated to the Head of Department. Should all departmental efforts at resolving concerns or complaints fail, then these will be resolved by the PVC Education or nominated representative. All parties should attempt to resolve issues at the local level in the first instance. STP Tutors have the right to be accompanied to all meetings convened for the purpose of dispute resolution by a Trades Union representative, a Students' Union representative or another work colleague.

If there is a conflict of interest the STP Tutor may choose to automatically escalate an issue to the next level in the process. STP Tutors who are students of the University may seek advice from the Students' Union Advice Centre or a Trades Union if they have membership.

Summary Escalation Route:

1. Module Convenor/ academic responsible for the role
2. STP Coordinator in department (or named alternative where Module Convenor is the STP Coordinator)
3. Head of Department or nominated representative
4. PVC Education or nominated representative
5. University Grievance Policy