REPORT + SUPPORT

STUDENT CASEWORK OFFICE FLOWCHART

The Open University

Report received from student/learner/staff via Report + Support.

Report a submitted with contact details

Report routed to Student Casework Office (SCO) to review and assess area for investigation.

Report submitted anonymously

Report routed to Equality, Diversity & Inclusion (EDI) team for monitoring purposes only. The process for this is available here: **EDI Flowchart**

Report concerns Open University

Report concerns OUSA space e.g event or forum

Report is routed to OUSA where **OUSA Resolving and Settling Differences Procedure** will be followed.

SCO review, assess and acknowledge the report within 3 working days of receipt and log on student record (VOICE).

SCO investigate the Report to understand the reporter's concerns and determine if any action can be taken by the reporter or University, consulting with People Services and the Equality, Diversity & Inclusion (EDI) Team as necessary.

SCO assess the Report as a Complaint

Complaints and Appeals procedure will be followed.

SCO assess the Report as a Report

SCO aim to send response letter to reporter, including support sign posting and investigation conclusion, within 15 working days of Report being acknowledged. For complex cases additional time may be required to ensure a thorough investigation.

SCO follow up actions and close Report.