**Representation and UL Structure**

E.g. Any mental health issues; conduct issues in class; bullying; any personal struggles

E.g. Poor teaching quality; assignment deadline issues; any issues affecting a statistically valid proportion of the class

**Student / Class**





studentreps@ul.ie

**Class Issue**

**Personal Issue**

If you have any problems that relate to your position as a Student Rep, please speak to the Leadership & Representation Office (LRO).

**Student Information & Support**

**(SISC)**

(SISC)

**Class Rep**

E.g. Inappropriate messages in group chats, lack of engagement, etc.



studentsupport@ul.ie

**Have you spoken to your lecturer or the person you have the issue with?**



YES

NO

You are now engaging with the feedback process which has both an informal and formal route. It’s important that you engage with the informal process first.

If you are uncomfortable approaching a lecturer on your own, speak to the LRO or Department Rep for support

**If you have completed your report and the Recommended Course of Action is unsatisfactory, you can escalate the issue to someone higher up**

**Please speak to your lecturer before escalating the issue. Use the provided templates and guides to ensure you have approached giving feedback in the right way.**

Engaging with SISC will not impact your academic success/ module grades; they will support you through the complaints process.

Department Rep/ Faculty Rep



studentacademic@ul.ie

If your reps want support with escalating an issue, they can link in with the Academic Officer in UL Student Life

Course Leader

Head of Department or School

(HoD / HoS)

Assistant Dean Academic Affairs

Faculty Dean

Please link in with SISC for support around formal complaints

If you are not happy with the outcome of the informal feedback, you can make a formal complaint