**Changes to Student Facing Policies – for 2025/26**

In a number of policies, the following has been added:

Rebuttal presumption added to Freedom of Speech section in relation to academic activities and discussions, with special considerations as outlined by OfS guidance.

Mention of single source document for sexual violence and harassment, and that both Freedom of Speech Code of Conduct and that in the event of any disparity between this policy and the single source of information regarding Sexual Misconduct, the latter will take precedence.

**Complaints Policy**

Changes advised by CMA, Deloitte, EFSA audit, UUK and OfS.

• We have highlighted that Casework is not involved at matters at either the informal

stage.

• To manage expectations, complex complaints, such as staff conduct complaints may take longer than 25 working days.

• Definition of harassments added from Protection from Harassment Act 1998 and Equality Act 2010.

• Policy Statement and guiding principles added with special note to reasonable

adjustments and fairness.

• Examples of valid Complaint added, using OIAHE’s Good Practice

Framework.