# Appendix B of the [Code of Practice on Freedom of Speech and Academic Freedom](file:///\\campus.bath.ac.uk\legal-information\code-of-practice-on-freedom-of-speech-and-academic-freedom\#appendix-b-complaints-cb80)

**Complaints**

1. This procedure is for use by students, staff, or visiting speakers who have a complaint about the University's implementation of this Code of Practice on Freedom of Speech only.
2. Complaints should be sent in the first instance to the [University Secretary] who will:
   1. determine whether the complaint falls within the remit of this procedure;
   2. Consult with Student Support & Safeguarding, Human Resources and any other relevant Departments to identify which University process is most suited to handling the issue.
3. We recognise that some issues which are raised will be complex and may not fit neatly into one University policy. It will be explained to all parties how the matters will be investigated, who will coordinate the process, and who will issue the final decision in accordance with, as appropriate:
   1. [Student Complaints Policy & Procedure](https://www.bath.ac.uk/guides/student-complaints-policy-and-procedure/)
   2. [Dignity and Respect Policy & Procedure](https://www.bath.ac.uk/publications/the-dignity-respect-policy-and-procedure/)
   3. [Staff Grievance Policy & Procedure](https://www.bath.ac.uk/legal-information/staff-grievance-policy-and-procedure/)
   4. Other policies and procedures as appropriate to the issue under consideration.