

Mae'r ddogfen hon ar gael yn Gymraeg. This document is available in Welsh

Exceptional Case Process

The University has a legal duty under the Equality Act to provide reasonable adjustments for disabled students. As a registered provider of support under Student Finance England their Quality Assurance Framework requires us to have a mechanism for students to feedback a complaint in regards to their support.

The Exceptional Case Process therefore allows students to complain if they do not agree with the reasonable adjustments, which have been put in to place by the University if they differ from the suggested reasonable adjustments identified in their Needs Assessments, suggested by a Needs Assessor.

To clarify, if a Needs Assessor has recommended an adjustment that the University determines is not reasonable and the student takes exception to this they can make a complaint via the Exceptional Case Process.

The Exceptional Case Process is part of the University's Students Complaints Procedure and the same formal process should be followed as per the student population: [Student Complaints | University of South Wales](#)

However, as part of the early resolution stages the appropriate referral partner should be a Disability Adviser from the Disability Service.

