You have identified there is a supervisor issue. Can you raise it with your supervisor?

- Yes: End of informal process
- No: Does this resolve the issue?
  - No: Not sure
    - You could speak to your college graduate tutor/Students’ Unions’ Advice Service (SUAS)
  - Yes: You could speak to your college graduate tutor or if they are not available, your senior tutor. You can also speak to SUAS.
    - Has this helped resolve the issue?
      - No: End of informal process
      - Yes: Do you feel comfortable raising it with your department?
        - No: Office for Student Conduct, Complaints and Appeals (OSCCA)
          - raise it within 28 days of the matter arising or within 28 days of the response you received from the department, faculty, or staff member via the Student Complaint Procedure
          - Has this resolved the issue?
            - Yes: End of informal process
            - No: You can discuss the issue with the following people in your department:
              - Director of Graduate Studies
              - Head of Department
              - Degree Committee
              - [Mediation may be available: ask your department or SUAS for more information]
              - Has this resolved the issue?

Note: You can contact the International Student Office if you are an international student & navigating your issue changes your visa status (ex: if you have to intermit your studies).