Letter of Demand Response Protocol

Section 1 - Purpose

(1) Nil.

Section 2 - Glossary

(2) For the purpose of this Protocol:

a. A letter of demand is any written communication from a claimant or a claimant's solicitor that demands money or some other tangible asset from the University as compensation or recompense for some alleged action or inaction by the University. A claimant may be a student, staff member, client of the University or a member of the public.

Section 3 - Policy

(3) Nil.

Section 4 - Protocol

(4) When an officer of the University receives a letter of demand the officer shall not reply to the letter but rather, shall refer it to the University's Legal Consultant without delay. The officer shall attach to the letter, copies of any relevant documents relating to the matter. If it is not self-evident from the documents, or if there are no documents, the officer shall provide a note describing the events that have led to the letter of demand and providing any other relevant information.

(5) The University's Legal Consultant shall examine the documents provided, consult as necessary with relevant parties who may include the claimant or the claimant's solicitor, and provide advice to the Vice-Chancellor as to how the University should respond. The Legal Consultant shall if requested, draft the necessary letters for the Vice-Chancellor.

(6) The Vice-Chancellor shall then respond to the letter or demand and shall issue all subsequent written communications regarding the matter until it is settled. No other officer of the University shall issue any written communication to the claimant or the claimant's solicitor.

Section 5 - Guidelines

(7) Nil.

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Page 1 of 2

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