

**Student Engagement Staff Network meeting
Thursday 12th February 2026
10am to 12pm - MS Teams**

AGENDA

- 10.00 Welcome**
Headlines and outline of the day
- 10.10 Ice Breaker**
Interactive ice breaker. *In the chat*
- 10.15 SESN Discussion**
Strategic Approaches to Partnership
5 minute introduction and 20 minute discussion
Chase Greenfield, sparqs
- 10.40 SESN Discussion Complaints and Concerns**
1. Complaints vs. Concerns
Brief overview of the difference between a complaint and a concern.
2. Your Institution's Complaints System
Reflection on:
 - Effectiveness of the current process
 - Access and use of annual reports
 - How the system aligns with student representation system**3. Developing the Concerns Scheme**
Exploring the development of [Concerns scheme](#) from universities to the wider tertiary sector, including adapting [current sparqs guidance](#) for both colleges and universities
5 minute presentation followed by 15 minute Discussion.
Hannah Clarke, Deputy Director, sparqs
- 11.00 Break – 10 mins**
Quick comfort/screen break
- 11.10 Interactive Activity**
Student Elections – Election timeline, officer induction/training and handover.
- 11.30 sparqs Close**
Details of next SESN meeting and feedback.
- 11.35 Discussion/Q&A**
In this section, we will open the floor to participants to ask any questions or discuss any topics with each other.
- 12.00 End**