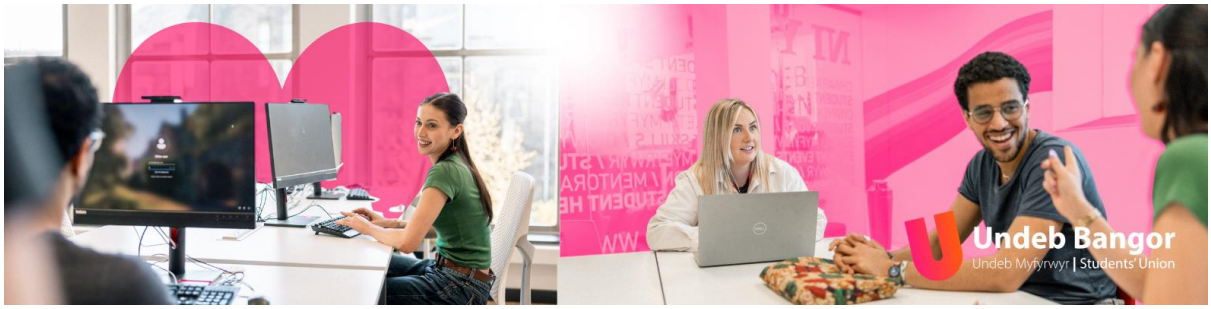


Student Complaints

If you are dissatisfied with your course or a service provided by the University, you have the right to raise your concerns through the **Student Complaints Procedure.**

Our Advice Service can help you understand the complaints process, discuss your concerns, advise on the best course of action, review your complaint before you submit it, and support you throughout the procedure.

Step 1 – Informal Resolution

The University expects students to try to resolve concerns informally before making a formal complaint.

In the first instance, you should raise your concerns in writing with the member of staff responsible for the service, programme or module. Alternatively, you can discuss your concerns with your Personal Tutor or Senior Tutor. General issues affecting multiple students can also be raised through your School's Staff-Student Committee.

The University aims to respond to informal concerns within 10 working days.

If you are unsure who to contact or how to raise your concerns, we can help you identify the most appropriate person and support you in drafting your email or written response.

Step 2 – Complaint to the Head of School or Service (Still part of the informal resolution process and must be followed before escalating to the formal stage.)

If you are not satisfied with the outcome of the informal stage, you can submit your complaint in writing to the Head of School or Head of Service.

Your complaint should clearly explain:

- A timeline of the events that led to your complaint.
- How the situation has affected you and your studies.
- Any evidence that supports your complaint, such as emails, screenshots, medical evidence or other relevant documents.
- The outcome you are hoping to achieve.

If you have a large amount of evidence, it is helpful to organise it into clearly labelled appendices and explain how each document supports your complaint.

When explaining the outcome you are seeking, try to be realistic and reasonable. Depending on your circumstances, this could include an apology, changes to supervision or support, changes to teaching arrangements, readmission, or financial compensation. If you are requesting compensation, you should explain how you have calculated the amount requested.

The Head of School or Service will normally respond within 10 working days.

Our Advice Service can help you prepare your complaint, organise your evidence, and review your draft before you submit it.

Step 3 – Formal Complaint

If you remain dissatisfied with the response from the Head of School or Service, you may be able to submit a formal complaint to The Student Casework Team.

Your formal complaint must include:

- Full details of your complaint.
- The steps you have already taken to try to resolve the issue informally.
- Why you remain dissatisfied with the outcome.
- The outcome you would like to achieve.
- Your full name and student ID number.

The University will normally acknowledge receipt of your complaint within 5 working days.

Your complaint will then be considered by the Deputy Vice-Chancellor or a Pro Vice-Chancellor, who may investigate further. This could include reviewing evidence, speaking to you and relevant members of staff, or referring the matter to a Committee of Enquiry if the complaint is particularly complex.

Following the investigation, the Deputy Vice-Chancellor or Pro Vice-Chancellor may decide to:

- Take no further action if they conclude that the complaint is not upheld.
- Refer the complaint to another University procedure if they believe it would be more appropriately considered under a different process, such as the Academic Appeals or Student Discipline Procedure.
- Offer a resolution to address the concerns raised. This may include recommendations or actions for the student and/or the School or Service to resolve the complaint.
- Refer the complaint to a Committee of Enquiry if the complaint is particularly complex or requires further investigation before a decision can be made. See more information regarding this in the Student Complaints Procedure.

Step 4 – Appeal

If you are dissatisfied with the outcome of your formal complaint, you can appeal the decision to the Vice-Chancellor, you must explain your reason for appealing.

The Vice-Chancellor will review the complaint and make a final decision under the University's internal procedures. Once this stage has been completed, you will receive a Completion of Procedures Letter.

Office of the Independent Adjudicator (OIA)

If you remain dissatisfied after completing all of the University's internal procedures, you may be able to take your complaint to the **Office of the Independent Adjudicator (OIA)**.

The OIA is an independent organisation that reviews student complaints about higher education providers. Before taking your complaint to the OIA, you must have completed the University's internal complaints process and received a Completion of Procedures Letter.

Our Advice Service can explain the OIA process and advise you on the next steps if appropriate.