Student Complaint Flowchart

If you have a concern or are dissatisfied with the University's service delivery you may wish to make a Complaint. Your Complaint should initially be raised with the member of staff who is most directly responsible for your area of concern as an 'Early Resolution Stage Complaint'

Having made a complaint at the Early Resolution Stage, are you satisfied with the outcome and that your concern has been addressed?

Yes

That's great. The aim is to address your concerns as soon as possible.

No

You may wish to escalate your concern to a **Formal Stage Complaint.**

When submitting a Formal Stage Complaint, you need to use the University's Formal Complaint form and send to the relevant service or team (e.g. education complaints can be sent to the relevant Faculty Cases mailbox)

On receiving your Formal Complaint Form, we will check to see if you have made an Early Resolution Stage Complaint. Has this step been completed?

Yes

Have you submitted your Formal Complaint form within 10 working days of receiving your Early Resolution Stage outcome?

Yes

You will receive an email acknowledgement and details of what happens next.

Investigations of your Formal Complaint will begin. At this point you may be invited to attend a meeting.

Meeting required.

We will liaise with you by email regarding a meeting date and who will be attending. You may wish to bring a supporter to the meeting.

You will be sent a copy of the meeting minutes to approve

No meeting required.

Your Formal Complaints form and any evidence you provided will be reviewed.

Further investigations and conversations may be required with those linked to your Formal Complaint.

You will receive a Formal Complaint Outcome letter by email once the investigation is complete.

Are you satisfied with the decision of your Formal Complaint?

Yes

You are at the end of the process.

No

If you remain dissatisfied with the outcome of your Formal Complaint you may submit a Review Stage Complaint to the University Cases Team.

No

You will be referred to complete the Early Resolution Stage or asked to provide evidence that this has already been done.

You are likely to be advised that your Complaint is out of time and cannot be considered at the Formal Stage

You can contact the Student Guild or the Welfare Services at any point of your complaint for guidance and support.