

Student Complaint Procedure – Quick Guide

Definitions

- A **complaint** can be made in relation to:
 - University administrative and support services (including departmental facilities and central facilities such as libraries, counselling, etc.)
 - University academic services and support (departmental teaching, supervision etc.)
- An **academic appeal** is an appeal against the decision of an academic body in terms of whether the procedures were followed properly, errors were made or the process was biased in some way.

Things to Remember

- Complaints will be dealt with confidentially by all parties involved.
- We will only share the details of your complaint with those who need to know.
- You can use this procedure to complain about any University teaching, service, department, facilities or staff, and Academic Appeals.
- Tell us if you need reasonable adjustments to be made to process times for example, you have a disability that causes you to take longer to do things.
- Attach all relevant evidence with your complaint form.
- Keep a copy of your complaint and any other documentation submitted for your own records.
- Time limits should usually be met by all parties, but may be extended where it is necessary to do so in order to ensure a fair outcome.
- You can seek independent advice before submitting a complaint.
- If you are asked to attend any meetings, you can be accompanied by someone.
- There is no right of complaint over matters of academic judgment.
- Any concern/complaint raised will always be taken seriously and given equal consideration to other parties to the complaint.

Links

[University Student Complaints Procedure](#)
[University Academic Appeals Procedure](#)
[Academic Appeals: A Guide for Students](#)

Stage One: Local Resolution

- Raise your complaint in writing to the responsible person in the department.
- Raise as soon as it occurs, if possible, and no later than three months of the matter arising. For Academic Appeals within five working days of when you were notified of the academic decision which you are appealing.
- Receive acknowledgement within five working days.
- Your concern/complaint will be investigated.
- Within ten working days you should receive information on what preliminary steps will be taken.
- Once all investigations have been completed you will be advised what the investigation has found and any steps that will be taken to resolve the situation.



Stage Two: Proctors' consideration

- If you are not satisfied with the local resolution, submit a [Complaint Form](#).
- Submit your form as soon as possible and at the latest within three months of when the matters you are complaining about occurred. For Academic Appeals within 20 working days of when you were notified of the academic decision which you are appealing.
- Receive acknowledgement within five working days.
- Your complaint will be investigated.
- You will receive an outcome within 30 working days, unless extended.



Stage Three: Review of the Proctors' decision

- If you are not satisfied with the Proctors' decision, submit a [Review Request Form](#).
- Submit form within ten working days of the date of the outcome letter from stage two.
- Receive acknowledgement within five working days.
- Your complaint will be investigated by a different caseworker.
- You will receive an outcome within ten working days, unless extended.



Stage Four: Complaint to the Office of the Independent Adjudicator (OIA)

- If you are not satisfied with the outcome you can submit a complaint to the [Office of the Independent Adjudicator](#).