

# Informal Complaints Procedure for Students

Are you are dissatisfied with some aspect of the services or the facilities provided by the University?

**1** Are you dissatisfied about a service delivery issue, eg. no hot water in halls of residence?

YES

You should raise this through this service's feedback mechanism, eg. Customer Service Point

**2** Do you want to raise concerns/suggestions that may affect a group of students, without actually making a complaint?

YES

You can raise these through channels such as Personal Advisers, Student Staff Committee Reps, feedback surveys and the SU

**3** Are you dissatisfied about an issue that relates to a specific member of staff that you are willing to raise with that member of staff, eg the handouts at a lecture ran out before you received one?

YES

You should raise as a concern with that member of staff either orally or in writing

**4** Are you dissatisfied about an issue that relates to a specific member of staff that you are not willing to raise with that member of staff, eg you were spoken to in an unacceptable manner when seeking help or advice?

YES

You should raise as a concern with the Student Staff Committee Rep, the SU, or the line manager of the member of staff either orally or in writing - if you are unsure who the line manager is, consult the Students' Union for advice

**5** Are you dissatisfied about an issue which you have raised as a concern before, which has not improved and which you now want to raise more formally?

YES

**6** Are you dissatisfied about a more serious issue that it would not be appropriate for you to raise informally?

YES

Have you received a satisfactory response within 5 working days?

YES

NO

Do you think that the issue is worth pursuing?

NO

YES

END

You should consider submitting a Formal Complaint Form