Informal Complaints Procedure for Students

Are you 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
   - NO: You can raise these through channels such as Personal Advisers, Student Staff Committee Reps, feedback surveys and the SU

2. Do you want to raise concerns/suggestions that may affect a group of students, without actually making a complaint?
   - YES: You should raise as a concern with that member of staff either orally or in writing
   - NO: Have you received a satisfactory response within 5 working days?
     - YES: You should consider submitting a Formal Complaint Form
     - NO: Do you think that the issue is worth pursuing?
       - NO: END
       - YES: You should consider submitting a Formal Complaint Form

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 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
   - NO: Have you received a satisfactory response within 5 working days?
     - YES: You should consider submitting a Formal Complaint Form
     - NO: Do you think that the issue is worth pursuing?
       - NO: END
       - YES: You should consider submitting a Formal Complaint Form

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
   - NO: Have you received a satisfactory response within 5 working days?
     - YES: You should consider submitting a Formal Complaint Form
     - NO: Do you think that the issue is worth pursuing?
       - NO: END
       - YES: You should consider submitting a Formal Complaint Form

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: You should consider submitting a Formal Complaint Form
   - NO: Have you received a satisfactory response within 5 working days?
     - YES: You should consider submitting a Formal Complaint Form
     - NO: Do you think that the issue is worth pursuing?
       - NO: END
       - YES: You should consider submitting a Formal Complaint Form

6. Are you dissatisfied about a more serious issue that it would not be appropriate for you to raise informally?
   - YES: You should consider submitting a Formal Complaint Form
   - NO: Have you received a satisfactory response within 5 working days?
     - YES: You should consider submitting a Formal Complaint Form
     - NO: Do you think that the issue is worth pursuing?
       - NO: END
       - YES: You should consider submitting a Formal Complaint Form