

COMPLAINTS

This is designed to be a brief guide on complaints. The full guidelines for making a formal complaint can be found at:

<http://www.nottingham.ac.uk/quality-manual/appeals/complaints.htm>. If you are considering making a complaint you should read these in full, and it is also advisable to seek advice from the Education Worker, based in the Student Advice and Representation Centre.

What can I make a complaint about?

You can make a complaint about any matter concerning any service provided by the University, apart from issues with academic performance and progression, which are covered by the Academic Appeals Procedure. If your complaint is of a general rather than specific nature, it may be more appropriate for you to ask for it to be raised at your Staff Student Consultative by your Course Rep within your Department, or another appropriate Committee or University Group. If you are unsure about how to raise the issue and how you would like representation, please contact the Education Worker for advice.

How do I make a complaint?

Essentially, the complaints procedure has three stages:

1) Informal resolution

This is the stage at which the University hopes that complaints can usually be resolved. Students are encouraged to approach and meet with the person concerned to discuss the issue. The student is what outcome they are seeking, and the member of staff is expected to listen to the complaint and to use their best endeavours to try to resolve it in a straightforward and reasonable manner.

2) Written complaint to Head of School

If the issue is not resolved at the first stage, then there are forms which you can fill in to explain your complaint. (These are available from the complaints procedure on the University website.) These should be sent to the Head of School or the Head of Service which the complaint is about. Your complaint will then be reviewed and you will be responded to in writing.

3) Review by a Pro-Vice Chancellor

If you are not satisfied with the response of the Head of School or Service, then you can go to the next stage of the procedure, which is to complain to the Pro-Vice Chancellor. This must be done by using Form B in the University Complaints procedure. Complaints at this stage should be based on the grounds that they feel that their complaint has not been dealt with reasonably, or that the procedure was not followed in some way, and that in any case this would have made a significant difference to the outcome. It must be made clear what the grounds of the complaint are, and evidence must be provided.

How will my complaint be dealt with?

You can expect your complaint to be dealt with fairly and reasonably, and for the University to follow the set complaints procedure which is written down. The decision reached should be evidence-based, come to a clear conclusion without unnecessary delay, and you should be given reasons for the conclusion.

Is there a time limit?

Complaints will not normally be dealt with by the University if they are raised one than one month after the incident/occurrence which you are complaining about. If for any reason you have been delayed in making the complaint but still wish to make it, you should try to explain why there has been a delay.

If I don't wish to make a formal complaint, can I still voice my opinion on a service?

Sometimes a student may not wish to make a formal complaint, but wants to make the University aware of an issue which could benefit from improvement. Sometimes a student may wish to highlight a particularly commendable level of service, and which might with benefit be introduced elsewhere. In either case we encourage students to do this, and all such suggestions will be carefully and positively received and acknowledged. Students are invited to write to the appropriate Head of School or Service.

For more advice and information on complaints, please contact the Education Worker in the Student Advice & Representation Centre.

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