



How this guide helps

The following step by step guide provides you with basic information and advice on how to write a complaint statement to support you during the complaint process. If you would like additional support, you can contact us using the details below. Please note that an adviser will not be able to predict the outcome of any academic integrity meetings.

Advice Centre contact details

- **Tel** 023 80 59 2085
- **Email** advice@susu.org
- **Website** susu.org/support
- **Facebook** The Advice Centre - SUSU

Wellbeing

It is important to recognise that it is normal and natural to feel some anxiety when you are following a formal process and that the University has support in place to help you with your wellbeing. You can contact the University's wellbeing team on studenthub@soton.ac.uk or by calling 023 80 599 599. They are available 24 hours a day, 7 days a week.

Reasons for a Student Complaint Statement

While there is no requirement to write a student statement, here is how it may help a complaint. A student statement:

- Helps you focus on key points and make the case for your desired outcome
- Shares key points with a supporter before your Stage 1 Meeting
- Answers the questions the Stage 1 Investigator may have
- Acts as a 'script' in your Stage 1 Meeting
- Forms part of the official record of the meeting
- Is a written record to help the Stage 1 Investigator consider your Student Complaint

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Potential sections include:

Introduction – a chance to ‘thank’ the Investigator, show you are familiar with the Student Complaint regulations, set out your desired outcome and to refer to evidence submitted.

Main body – an opportunity to explain your experiences and link them to any relevant policies, process or reasonable expectations that relate directly to your complaint.

Further Information – Here you may wish to describe steps that you have taken to try and resolve matters. It may be a chance for you to describe what the impact of the matters under discussion have been on you. If you have been accessing support resulting from the issues under discussion this may be an opportunity to disclose this to the Investigator.

Summary/desired outcome – While a Stage 1 investigation provides ample opportunity to present key facts you may wish to finish with a sentence summarising the key message for your Stage 1 Investigator. A summary is also a chance to remind the Investigator of the outcome you are seeking.

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