



### How this guide helps

The following step by step guide provides you with basic information and advice on what to do if you wish to raise a complaint against the University. 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 complaint meetings.

### Advice Centre contact details

- **Tel** 023 80 59 2085
- **Email** [advice@susu.org](mailto:advice@susu.org)
- **Website** [susu.org/support](http://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 Universities wellbeing team on [studenthub@soton.ac.uk](mailto:studenthub@soton.ac.uk) or by calling 023 80 599 599. They are available 24 hours a day, 7 days a week.

### Step 1: The Regulations

Read the Regulations Governing Student Complaints in The University Calendar: [Link to the complaint regulations](#). Pay attention to who can complain, what kind of complaints are covered, the timescales for complaints and the mediation option. Ensure the regulations cover your circumstances, be clear on your desired outcome and establish where to direct your Stage 1 Form

You may also find it helpful to read the student charter as it lays out what you can expect from the University and what is expected from you: [Link to the student charter](#)

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### **Step 2: Complete the stage 1 form**

Complete a Stage 1 Student Complaint Form which can be found in appendix A of the regulations above. You will need to think about your preferred outcome to complete this form. Be realistic in what you are requesting, the desired outcome should reflect your experience.

### **Step 3: Write a statement**

Prepare for a Stage 1 Complaint Meeting by drafting your Student Complaint Statement - see our guide on [Student complaint statements](#). Your statement is a 'script' for your meeting with the Stage 1 Investigator.

### **Step 4: Your Stage 1 Meeting**

When you attend the complaint meeting, you can take along someone associated with the University to support you. This can be a fellow student, tutor or a SUSU adviser.

Ensure that you have your statement as you will be given an opportunity to read this during the hearing. You will be asked to submit a copy of your student statement to the note taker in the meeting or e-mail the statement to them afterwards.

Remember that it is normal to be nervous and perhaps even emotional. Your investigator will be prepared for this so don't worry if you are feeling anxious.

### **Step 5 After the Stage 1 Meeting**

You should receive the outcome of your complaint within 30 working days of submitting the complaint. It may take longer if further investigation is required but you should be informed of any delays in receiving your outcome.

There 4 main outcomes for a complaint:

- The complaint is upheld in full
- The complaint is partially upheld
- The complaint is not upheld
- The complaint does not fall within the remit of the regulations. In this instance, another process may be advised.

If you are not satisfied with the outcome at stage 1, you can progress to stage 2 of the complaints process. We would recommend that you contact The Advice Centre to support you with this.

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### **Disclaimer**

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