



## Student Complaint Statements

### How this guide helps

This guide sets out key reasons for drafting a Student Complaint Statement, what to include in it and how to use your statement your complaint.

### 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

### Features of a Student Complaint Statement

The variety in nature of Student Complaints makes a 'one fits all' guide problematic. There are however general tips below.

It should be **concise** summary of key points – one or two sides of text (around 500 to 700 words)

It should be a **clear** account of key points – to help with this consider having a clear structure that make use of:

- Headings
- Paragraphs
- Bullet Points

Potential sections include:

**Introduction** – a chance to 'thank' the Investigator/show you are familiar with the Student Complaint regulations /set out your desired outcome/ refer to evidence submitted.

**Main body** – an opportunity to link your experience to any relevant polices, process or reasonable expectations that relate directly to your complaint.



# Support Advice Centre

**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.

## Finally

For further guidance on the Student Complaint regulations, contact the Advice Centre Tel: 02380 592 085 Email: [advice@susu.org](mailto:advice@susu.org).

## Disclaimer/Date Published/Date for Review

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