



Student Complaints Guide

How this guide helps

Our Student Complaints Guide directs you to the Student Complaints regulations, provides a summary of the process and helps you with your complaint with Adviser support, independently or with an alternate supporter.

As set out in our guide to [accessing help remotely](#) – you can access key information and resources immediately. The information and resources in the guide to remote help may either answer your questions or help give them a further focus.

Using the guide for information (directed help without an adviser)

This 5-step guide helps you throughout the process when lodging a complaint without Adviser assistance. This could be because you decide to lodge your complaint independently, or would like to have another supporter, or where we have limited availability and are unable to assist.

Getting Adviser support

After reading this guide in full- details of how to access free, independent and confidential advice can be found in the section *Further Guidance*.

If you feel anxious

While the clear focus of our service is helping you practically, we recognise you may experience feelings of stress and anxiety.

Recognise that it is normal and natural to feel some anxiety when you are in a formal process and/or if you have experienced circumstances potentially giving rise to a complaint.

Think about what you can control (e.g. preparing for meeting) and what you cannot (e.g. the judgement of the decision maker)

If overwhelmed by your feelings you can reach out to the relevant support services [here](#)

Next Steps

Step 1: The Regulations

Read the *Regulations Governing Student Complaints* in *The University Calendar* [here](#)

Pay attention to **who** can complain, **what** kind of complaints are covered and also the **mediation** option.



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Please Note the general entitlements and responsibilities set out in the [Student Charter](#), the normal timescale to raise a complaint and also **where** to direct a complaint.

Step 2: Summary of the process

The Student Complaints process at its most basic is a 3-stage process. A summary can be found in Appendix D of *Regulations Governing Student Complaints*: [here](#)

Step 3: Initial actions:

Ensure the regulations cover your circumstances, be **clear** on your desired outcome and establish **where** to direct your Stage 1 Form

Complete a Stage 1 Student Complaint Form

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

If we are supporting you, **inform** us as soon as you have a date and time for your meeting

Submit a copy of your student statement to the note taker in the meeting or e-mail the statement to them afterwards

Inform the note taker if you wish your supporter to be included in the outcome and receive a copy of the meeting notes.

Step 5 After the Stage 1 Meeting

Contact the Advice Centre for de-brief or consult your supporter.

Further Guidance

As a student you have the right to seek independent advice and support regarding your Student Complaint. Our Advisers can help you prepare and make the most of your Student Complaint. They can also support you at any appeal meetings and guide you through the process.

To receive help and support, please follow the steps below:

- Email the Advice Centre at advice@susu.org
- Follow the guidance you will receive from us, including:
 - A)** Complete the Stage 1 Form and draft your statement (see point above about statement writing);
 - B)** Send your statement, Notice to Appeal form and relevant documents to advice@susu.org;



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- C)** You will receive a response from an Adviser, including feedback on your statement and Stage 1 Form. If necessary, and at the discretion of the Adviser, they may arrange a video call to discuss the case with you;
- D)** Once you have received feedback and guidance, submit the Stage 1 Form and any other relevant documentation

For further guidance on the Regulations Governing Student Complaints, contact the Advice Centre.
Tel: 02380 592085 Email: advice@susu.org.

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