

# Formal Complaint Form & Guidance Notes

It is the policy of the University to resolve as quickly as possible any complaint a student may have, as an individual, about their experience of any services provided by the University or by the Students’ Union.

The University will not investigate complaints which are made anonymously.

These procedures do not relate to exceptional mitigating circumstances (e.g. illness) or if you are appealing a decision made by the Board of Examiners. These are dealt with under separate procedures -see "[Procedures for Dealing with Claims of Mitigating Circumstances](https://www2.worc.ac.uk/registryservices/documents/Proceduresformitigatingcircumstances.pdf)" and “[Procedures for Academic Appeals](http://www.worcester.ac.uk/registryservices/documents/ProceduresforAppeals.pdf)”.

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| **Q** | HOW DO I MAKE A COMPLAINT? |
| A | In the case of any cause for complaint, as a first step, the student should normally seek to resolve it with the appropriate tutor or other individual. In many cases, that person can best respond to the complaint. This can be in the form of a letter or email. A student should make this initial approach as soon as possible after the event or series of events, which prompted the complaint. However, if the complaint cannot be resolved by this informal approach then the student has the right to use the formal complaints procedure and form below.Please see the [Student Complaints Procedures](http://www.worcester.ac.uk/registryservices/documents/Studentcomplaintsprocedures.pdf). |
| **Q** | **I HAVE BEEN UNABLE TO RESOLVE MY COMPLAINT INFORMALLY, WHAT CAN I DO NOW?** |
| A | If you remain dissatisfied with the action the department proposes you should complete the Formal Complaints Form and return it to the University’s Complaints and Appeals Officer who will raise the matter with the relevant Head of Department. \*A student must submit a complaint within three months of the incident, event or matters over which a complaint is being raised. The University will not consider complaints made outside of the 3 month period. |
| **Q** | **I STUDY WITH A PARTNER ORGANISATION, WHAT DO I DO?** |
| A |  In the case of any cause for complaint, as a first step, the student should normally seek to resolve it with the organisation. You must normally follow and complete the partner organisations formal complaint procedures in the first instance. If at the end of this process your complaint has not been resolved, then the student has the right to use the University’s Formal Complaints Procedure and form below to request that the University considers the matter under Stage 2 of its Procedures. |
| **Q** | **WHAT HAPPENS AFTER I HAND MY FORMAL COMPLAINT IN?** |
| A | The University’s Complaints and Appeals Officer will acknowledge receipt of the complaint and will forward it to the appropriate Head of Department within 3 working days for review at Stage One. The Head of Department, after reviewing the case, may identify simple and remedial action which may be taken to remedy the complaint to the satisfaction of the student. In such cases, the Head of Department will propose such action in writing to the student and submit a report to the University’s Complaints and Appeals Officer. In cases where simple and remedial action cannot be taken, the complaint will be investigated by the Head of Department concerned. The Head may complete the investigation based upon the written submission submitted by the student and meeting the other parties to the complaint. The Head of Department may want to meet with the student to discuss their complaint in more detail. This meeting should be arranged within 10 working days of receiving the complaint. At this meeting the student may be accompanied by a representative, who may participate in the proceedings. Other parties to the complaint may also be invited to attend the meeting at the discretion of the Head of Department.If the complaint is considered justified you will be informed of the action taken to resolve or redress the complaint. If the complaint is not upheld, you should receive an explanation of the reason for this decision. If the complaint relates to a partner organisation, the Complaints and Appeals Officer will acknowledge receipt of the complaint within 3 working days and will request a full copy of the complaint file from the partner organisation.  |
| **Q** | **WHAT HAPPENS IF I AM NOT HAPPY WITH THE OUTCOME IN STAGE 1?** |
| A | If you remain dissatisfied with the outcome of your complaint you may request a final internal review of the complaint by writing to the Complaints and Appeals Officer within 10 working of receiving the outcome of the Stage 1 investigation. The University’s Complaints Officer will acknowledge receipt of the request to review a complaint within three working days and forward the complaint to the Pro Vice Chancellor to review the complaint at Stage Two.Within 10 working days the Pro Vice Chancellor will review the complaint and the associated evidence. The outcome of the review will either be:1. There are no grounds for taking the matter further in which case the Complaints & Appeals Officer will advise you in writing and issue a Completion of Procedures letter.

or1. That there is merit to the case which could be easily remedied in which case it will be referred to the Head of Department who will be asked to review the complaint and respond within 10 working days.
2. There are grounds for a consideration and further review where appropriate. In this instance a Complaints Committee will be convened within 20 working days, if this is not possible you will be kept informed in writing of the progress. The outcome of the Committee will be sent in writing by the Academic Registrar to all parties within 10 working days of the Committee. If the complaint is justified you will be informed of the action taken to resolve or address the complaint if the complaint is not upheld you will receive an explanation of the reason for this decision.

Stage 2 of the Complaints Procedures forms the final stage of the procedure. You will be issued with a Completion of Procedures Letter.A student who is not satisfied with the outcome of the Student Complaints Procedures may request that the Office of the Independent Adjudicator (OIA) reviews the case. This may be done by completing the OIA scheme application form.  |
| **Q** | **WHERE CAN I GO FOR ADVICE REGARDING MY COMPLAINT?** |
| A | If you have any queries about submitting a complaint or the complaints procedure, in the first instance please contact the Complaints and Appeals Officer, 01905 855 396 complaintsandappeals@worc.ac.uk or contact the Students Union on studentsunion@worc.ac.uk |

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#### FORMAL COMPLAINTS FORM

As part of the investigation of your complaint, any member of staff mentioned will be made aware of the complaint, as will the Head of the Academic or Service Department involved.

Please also read the accompanying notes and the separate complaints procedures in the Student Handbook. Full details available from the [Registry Services web site](http://www.worcester.ac.uk/registryservices/649.htm).

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| PART 1: YOUR DETAILS |
| FULL NAME |       |
| STUDENT ID NUMBER |       |
| COURSE |       |
| CONTACT ADDRESS & TELEPHONE NUMBER  |       |
| PART 2:  |
| **2.1** Does the complaint relate to the University of Worcester?YES - Go to 2.2 NO - Go to 2.3 |
| **2.2** Have you attempted to resolve the complaint informally with the department? YES - Go to Part 3 NO - Please refer back to the department for informal resolution |
| **2.3** Does the complaint relate to a partner organisation of the University of Worcester?YES - Go to 2.4 NO - Please contact the University for advice |
| **2.4** Have you followed and completed the partner institutions complaint procedure?YES - Go to Part 3 NO - Please refer back to the partner institution to complete their complaints procedure before proceeding to make your formal complaint.  |
| **2.5** Does your complaint relate to admission to the University of Worcester? YES - Contact admissions@worc.ac.uk for advice as these complaints are dealt with under a different process. NO - Continue to Part 3. |

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| PART 3: NATURE OF THE COMPLAINT: |
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| Please detail below the nature of your complaint setting out the context in which it arose and including details of incidents or events if appropriate. Copies of relevant documents should also be included (please continue on a separate sheet if necessary):  |
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Please detail below the nature of your complaint setting out the context in which it arose and including details of incidents or events if appropriate. Copies of relevant documents should also be included (please continue on a separate sheet if necessary):  |
| Please set out what action you have taken to date to resolve your complaint informally and attach copies of any relevant correspondence:  |
| Please explain why you are not satisfied with the response you received at the informal stage:  |
| Please indicate what action you wish to see taken to address your complaint:  |
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| I confirm that I have read and followed the Student Complaints Procedures and this complaint is being submitted after the informal stage of the Complaints Procedures has been completed. I understand that in order to investigate the complaint fully, any member of staff mentioned in the complaint will be made aware of the issues raised and will have an opportunity to comment on them. |

For students studying at a Partner Organisation

I give my permission for the partner organisation who has considered my complaint to release a full copy the University.

### SIGNATURE DATE

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**Please ensure appropriate documentary evidence is enclosed in order for your complaint to be considered further.**

For your own records, please ensure you keep a copy of the Complaint Form and any other documentary evidence.

Complaints should be sent to:

Complaints & Appeals Officer

complaintsandappeals@worc.ac.uk