

## COMPLAINTS POLICY NON ACADEMIC RELATED MATTERS

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1. Situations may arise where students are dissatisfied with a non-academic related aspect of their experience or service at the University. The University welcomes input from students as this enables us to develop and improve our non-academic offerings and support we provide to students.
2. The Complaints Policy Non Academic Related Matters applies when a student has a complaint or concern about University functions which include but are not limited to:
  - a. Admissions, Marketing and Recruitment;
  - b. Estates and Facilities, including accommodation and catering;
  - c. Financial matters;
  - d. Computing and information technology;
  - e. Student Affairs;
  - f. Issues or complaints related to official university policies or procedures;
  - g. Other matters.
3. There are many informal routes by which a student may voice a concern. A student should speak to their student government representative, their advisor, give comments in the course evaluations, or speak to a member of the University that they are comfortable approaching. If these routes still do not help, then a student may wish to initiate a complaint.
4. The information in this document outlines the procedure to follow if there is a complaint. This document does not override the wider legal obligations of the University or to employees under contract, or the obligations of students and employees to the University.
5. All complaints will be treated in strict confidence and the University confirms that bringing a complaint or raising an issue will not have a negative impact on academic treatment.
6. The University is often required to work with a range of external bodies, and delays or problems may arise beyond the University's control. A student complaint will only be considered where responsibility lies within the University.
7. If a student wishes to raise a complaint about the service of an external body with which the University conducts business, the student should contact the relevant organisation directly.
8. Where appropriate, the University will provide advice and support to students where errors arise on behalf of external bodies, but it will not actively participate in a complaint procedure in such circumstances.

9. If a student's complaint involves more than one department or non-academic support office, then one person will be designated to respond to the complaint with consultation from the relevant parties. If it is found that the complaint involves an appeal, the student will be pointed to the relevant appeals policy.
10. Any student using the complaint process to bring frivolous or vexatious matters to the University's attention will be subject to disciplinary action.
11. Any student found to have provided fraudulent evidence or falsified a claim will be subject to disciplinary action.

### **Complaint Resolution Process**

12. The University offers a Three-Stage Resolution Process to resolve complaints made against a given University function/department.

#### **Stage I: Informal Resolution**

13. An informal complaint should be raised in writing with a member of the relevant team (do refer to the Table of Relevant Team Members below for details) who will attempt an informal resolution of the issue.

#### **Stage II: Informal Resolution**

14. A formal complaint should be raised in writing with the Head or Director of the relevant team (do refer to the Table of Relevant Team Members below for details). The complaint should include:
  - a. A detailed description of the issue and valid evidence to support the claim;
  - b. An indication of desired outcomes i.e. a short statement of what you hope your complaint to achieve.
15. The Head or Director of the relevant team will acknowledge receipt of your complaint, normally in five working days, and provide a provisional response to the issues you raise. This response may also indicate what formal action, if any, the Department will take.
16. If the complaint concerns the Head or Director of the relevant team, it should be referred to the President.

#### **Stage III: Informal Resolution**

17. If you are not satisfied with the decision received from the Head or Director of the relevant team, you should resubmit your complaint, along with the response of the Head or Director, within five working days of receipt, to the Office of the President. The President will review the complaint and, where necessary, make recommendations for further action at the relevant University committee or board.
18. In line with OIA expectations, once a student has finished the University's internal complaints or appeals procedures, the University will promptly send a Completion of Procedures Letter. This Letter will set out clearly what issues have been considered and the University's final decision.
19. Should an error, an example of bad practice, or failing be identified the University will take timely action to resolve the issue.

### **Advice and Support**

20. Students may also raise issues at the Student Experience Committee, as well as ask for informal advice and support at any time, from the Department of Student Affairs, Academic Advisors, the Student Government, and/or Registry Services.
21. Students may also wish to refer to the following documents:
  - a. Admissions Policy;
  - b. Complaints Policy: Academic Related Matters.

**Table of Relevant Team Members**

	<b>MARKETING, RECRUITMENT AND ADMISSIONS (MRA)</b>	<b>ESTATES AND FACILITIES</b>	<b>FINANCE AND FINANCIAL AFFAIRS OFFICE</b>	<b>COMPUTING AND INFORMATION TECHMONOLGY</b>	<b>STUDENT AFFAIRS</b>
<b>Stage I: Informal Resolution</b>	Complaints to be raised with relevant members of the MRA team	Complaints to be raised with relevant members of the Estates and Facilities team	Complaints to be raised with relevant members of the Finance and Financial Affairs Office	Complaints to be raised with the Head of IT	Complaints to be raised with relevant members of the Student Affairs team
<b>Stage II: Formal Resolution</b>	Complaints to be raised with the Director of the MRA team	Complaints to be raised to the Head of Estates and Facilities	Complaints to be raised with the Financial Controller of the Finance and Financial Affairs Office	Complaints to be raised with the Director of Finance and Planning	Complaints to be raised with the Associate Dean for Student Leadership
<b>Stage III: Further Review of Complaint</b>	Complaints to be raised with the Office of the President	Complaints should be raised to the Pro Vice Chancellor for Human Resources and Administration	Complaints to be raised with the Director of Finance and Planning	Complaints to be raised with the Office of the President	Complaints to be raised with the Pro Vice Chancellor for Student Affairs

## VERSION MANAGEMENT

<b>Responsible Department: Provost Office</b>			
<b>Approving body: Academic Board</b>			
<b>Version no.</b>	<b>Key Changes</b>	<b>Date of approval</b>	<b>Date of effect</b>
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