

Complaints

What is a Complaint?

A complaint would be made in respect of a student's experience at University including the relationships with administration, any services (including accommodation or student services), departments, the Students' Union or discrimination issues.

I have a complaint what should I do?

Firstly, it is important to try to address the issue as soon as possible. University advice states:

- Act early - don't let a grievance or complaint fester. Tackle the problem at source by speaking to the person directly responsible (informal resolution). Take a friend with you (they must be a member of the University), if this helps.
- Be clear what your complaint or grievance is really about. Be clear about the outcome you want and what you want to achieve.

This action is called informal resolution. You must attempt informal resolution before any formal action can be taken.

How do I make a formal complaint?

If following an attempt at informal resolution you remain unhappy with the outcome you can make a formal complaint using the complaints form.

What Outcome do you want?

Most commonly students want something put right, that is why it is important to raise issues as soon as possible with the University.

The complaints process is not a financial compensation process but sometimes this might be an outcome. If you are asking for compensation you should clearly justify the amount.

Other Important information

- You cannot make a complaint anonymously
- You cannot make a formal complaint without first attempting informal resolution
- You must raise your formal complaint within 3 months:

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 three months period.

Do you need further advice?

An Academic and Welfare Advisor can offer support and advice regarding the Complaints Procedures and attend meetings with students if needed.

An Advisor can also attend any meetings with you.

To make an appointment:

Phone	01905 543210
Drop in	Students' Union Welcome Desk
Fill out an online enquiry form	www.worcsu.com/helpandadvice/adviceform

A copy of the Complaints Procedure can be found here:

www2.worc.ac.uk/registryservices/documents/Studentcomplaintsprocedures.pdf

Complaints must be made on the Complaints Form

www2.worc.ac.uk/registryservices/documents/Formal_Complaints_Form_2018-19.doc