Formal Complaint Procedure

The University of Ulster Students' Union is committed to the provision of high quality services and acknowledges that, to ensure continued success, instances of dissatisfaction need, where possible, to be reported and addressed. If you have a concern about a particular aspect of the services provided by the Union, we would ask you in the first instance to raise the matter immediately with an appropriate member of staff. The Union acknowledges however that there are occasions either when matters cannot be dealt with or resolved in this way or when a more formal, documented approach is appropriate. This form is designed to help you initiate a formal complaint about any aspect of the services provided by the University of Ulster Students' Union.

Complaint Form

In the spaces below, please outline the nature of the complaint.

1. Your Name _____

2. Your Address and Post Code _____

   _____

3. Contact Telephone and /or Email _____

4. Student No. _____

5. Date Complaint Made _____ Location _____

6. Have you raised this matter orally with a member of staff? Yes/No

   If Yes, whom was the matter addressed? _____

   And when? (Date) _____

7. Details of the Complaint

(please continue overleaf)

please attach a seprate sheet if necessary

Where to send the completed form

Completed complaint forms should normally be sent directly to the General Manager at University of Ulster Students' Union, Shore Road, Newtownabbey BT37 OQB.

What Happens Next

The complaint will be dealt with by the member of the Students' Union management team with direct responsibility for the service about which the complaint is being made.

You will receive an acknowledgement of your complaint within five working days and will then normally receive a substantive response, in writing, within 20 working days.

The receipt of complaints and subsequent action taken are recorded by the Union and are monitored by senior staff and Executive Committee, who are then able to identify any recurrent problems and ensure, generally that a consistent and positive approach to complaints is maintained.

For SU Office Use Only:	**Ref No.**	
Date Received:	**Ackn Sent:**	
Person Dealing With Complaint: **Date of Response: Signed:**		