

Policy name: Student complaints

Date Presented: 20/11/2018

Lapse date: December 2021

*Student Council notes:*

*The current complaints procedure is not transparent enough and has too many avenues.*

*Students are encouraged not to follow the 'formal' complaints procedure and instead are pointed towards the 'informal' resolutions, such as the UUSU through their course reps, UUSU Student Council, Student Support, liaising directly with faculty or through their school societies (e.g USSE).*

*This leads to wasted time and repeated effort for the student that could be better focused towards their studies.*

*Student Council believes:*

*That the complaints procedure should be streamlined, better communicated to all students, and the student raising the issues should be kept informed at all levels up to resolution of the issue unless a sound reason can be given for the student not being included in the process.*

*The current model has too many avenues and too many stake holders to be efficient, resulting in frustration for the student raising concerns and too many opportunities for issues being miscommunicated or lost entirely.*

*It should not be the responsibility of the student to chase staff to follow up on issues and it should be made clear that everything possible is being done to resolve the issue over a reasonable timeframe.*

*It is the opinion of the council that better communication will help reassure the student that all reasonable steps are being taken to resolve their issue, improving their learning experience and helping with piece of mind.*

*Student Council resolves:*

*A new, streamlined complaints procedure be implemented and made more easily accessible to the student (possibly through a prominent link on BBL or through a form of Continuous Improvement Programme).*

*A student making a complaint should, in theory, be able to simply highlight an issue and have piece of mind that the complaint is being taken seriously and will be handled quickly and efficiently. All whilst having a single point of contact so that both parties can answer any questions regarding their issue.*

*Ideally a database should be set up to log complaints, basic information (anonymised. i.e; course, year etc) on the complainant so that recurring issues can be easily highlighted, preventing reproduction of work and ensuring that if multiple complaints are logged that the issue can be elevated.*

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