

**STUDENT SERVICES
STUDENT COMPLAINTS PROCEDURE**



Student Services values greatly the views of its students and it therefore aims to manage complaints in a way that is sensitive to the needs of each specific case, and supportive of the University's goal of providing an exceptional student experience.

There are a number of informal channels through which it is hoped that most problems can be resolved. If, however, you need to pursue a complaint formally, you can be sure that Student Services will treat it seriously and impartially, on the basis set out in this document.

The University aims to balance the rights of the student complainant and those of any person complained against; all parties must be treated with fairness and dignity. A student should not expect to suffer any reprisals for making a complaint in good faith. Any evidence of recrimination should be brought immediately to the attention of the Director of Operations.

How does the complaints procedure work?

Generally, complaints are most easily resolved if they are raised at the time the problem first occurs and with the person directly involved. Often, you will be able to resolve your complaint simply by discussing it with a relevant staff member.

If you cannot, or feel unable to resolve your concerns in this way, you should put your complaint in writing to either the Dean (for academic complaints) or the Director of Operations (for professional services, student support or learning resources). To assist the process, your written complaint should include details of the main issue of concern, an outline of any informal discussions which have already taken place to resolve the issue (including the names of any staff involved and any relevant dates) and a summary of the resolution/outcome you are seeking. In the interests of transparency, fairness and integrity, the investigation will be conducted through a process of open correspondence, unless there are pressing reasons for any information or communications to remain confidential.

If you register a complaint, we will acknowledge receipt - where contact details have been provided - within 3 working days. The matter to which the complaint refers will be immediately and thoroughly investigated. It may be necessary to make contact with you to obtain more details. If it is felt appropriate, we may also suggest a face-to-face meeting, at which another person such as a tutor, parent/guardian or other representative may accompany the complainant.

When the Dean or the Director of Operations is satisfied that the grievance has been suitably addressed, and the conclusion is satisfactory, a written response will be sent to the complainant detailing the findings of the investigation and any action which has been, or will be, taken. This response will be given at the earliest possible time and within 10 working days of receipt of the complaint.

If the complainant is dissatisfied with the response given, they should pursue the matter by following the University Student Complaints Procedure and completing a Student Complaint Form available from the Student Services.

Who to contact

Director of Operations / the Dean
102 Middlesex Street
London
E1 7EZ

If you consider your query to be in any way confidential or sensitive please ring 0203 752 2440 and speak to the Student Welfare Officer.

If you are from **outside of the organisation** and would like to speak to us, please send your enquiry via email to studentserviceslondon@newcastle.ac.uk – for student services enquiries or academicsupportlondon@newcastle.ac.uk – for academic enquiries.

March 2017 – Student Services

