

What happens if the complaint is still not resolved?

If your complaint has still not been resolved to your satisfaction, the complaint should be submitted in writing to the Secretary of the University within 15 working days of the date of the letter in response to your CS2. for consideration by an Appeals Committee of the Board of Governors. The Rules, Regulations and Procedures for Students gives information about such an Appeals Committee.

What if I am still unhappy?

Providing the University's internal procedures have been fully followed and exhausted and you have received from the University a 'Completion of Procedures Letter', you have the right to appeal to the Office of the Independent Adjudicator for Higher Education, who will carry out an independent review of your complaint. Please note, however, that this procedure may be lengthy. Details about the OIA and the type of complaints they are willing to investigate are available at their website: <http://www.oiahe.org.uk>. Complaints must be made on a Scheme Application Form, available from the OIA website.

Please note: With regard to the time limits for investigation mentioned within

this leaflet, if it is not possible to adhere to these, the Dean, Head or Vice-Chancellor (or nominee) must advise you in writing when he/she expects to be able to let you know his/her decision.

The University states in the preamble to the Student Complaints Procedure contained within the Rules, Regulations and Procedures for Students:

'It is the policy of the University as quickly and fairly as possible to deal with any complaint a student may have about treatment by an employee or a department of the University or concerning maladministration by a committee of the University. The purpose of this procedure is to provide an opportunity for a student to resolve any such problem. Complaints will be solved at the earliest possible stage in the procedure. Some complaints may nevertheless be difficult to resolve quickly.'

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Complaints



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Within the Rules, Regulations and Procedures for Students, the University sets out its aims with regard to access, information, the learning experience, support networks, student representation and what its expectations are of students and students' responsibilities.

The Students' Union recommends that students try to resolve complaints informally and the SU Advice Service will offer assistance in this regard. However, all students have the right to make a formal complaint if they wish, once they have exhausted informal means.

What issues can I complain about?

The Student Complaints Procedure covers three main areas:

1. A student's educational experience at the University, including relationships with non-teaching departments.
2. Discrimination by the University on grounds of gender, race, disability, creed or ethnic origin etc.
3. Maladministration.

There is a separate procedure for making an **Academic Appeal** relating to assessment. Details are contained within the Academic Regulations and in the leaflet produced by the Students' Union Advice Service entitled 'Appealing'.

There is a separate procedure for a complaint by **one student about another**. Details are contained within the Rules, Regulations and Procedures for Students and in the leaflet produced by the Students' Union Advice Service entitled 'Discipline'.

What's my first step?

Your first step is to try to resolve the complaint informally wherever possible and SU Advisers will assist you with this.

And my next step if this does not solve the problem?

Formal complaints must be made within three calendar months of the incident/event. Where the complaint relates to a series of incidents, the complaint must be made within three calendar months of the first such incident.

You should obtain a CS1 Student Complaints Form from the Students' Union Advice Service, Faculty Offices or from the link on the University website: <http://web.anglia.ac.uk/anet/students> - follow the 'Student Complaints' link. Complete the details of the complaint and send it to the Dean or Head with responsibility for the Faculty or Unit about which the complaint is made. If a group of students wish to lodge a complaint about the same issue, they may do so by completing one CS1 form and attaching a list of names, SID

numbers and signatures to the form. *Remember to add your contact details so that a response can be sent to you.*

If your complaint is about the Dean or Head, send the form to another member of Senior Management; the SU Advice Service will be able to advise you about this.

As well as complaining about individuals, you can also complain about treatment by a whole department (for which the Head of that Department is responsible) and treatment by a University Committee (for which the secretary of that committee is responsible). Contact the SU Advice Service if you are not sure where to send the form.

What happens next?

You should hear directly from the Dean or Head normally within 15 working days of receipt. If s/he has not been able to resolve your complaint to your satisfaction, your next step is to fill in a CS2 form, within 15 working days of the date of the written response you receive.

Where does form CS2 go?

This completed form is sent to the Vice Chancellor who will investigate, or appoint a nominee to investigate, and respond to the complainant, normally within 15 working days of receipt.