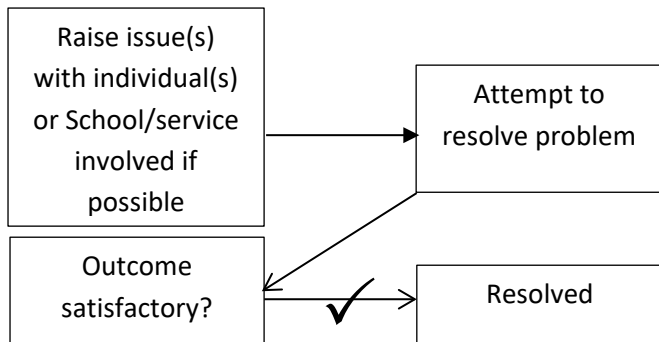


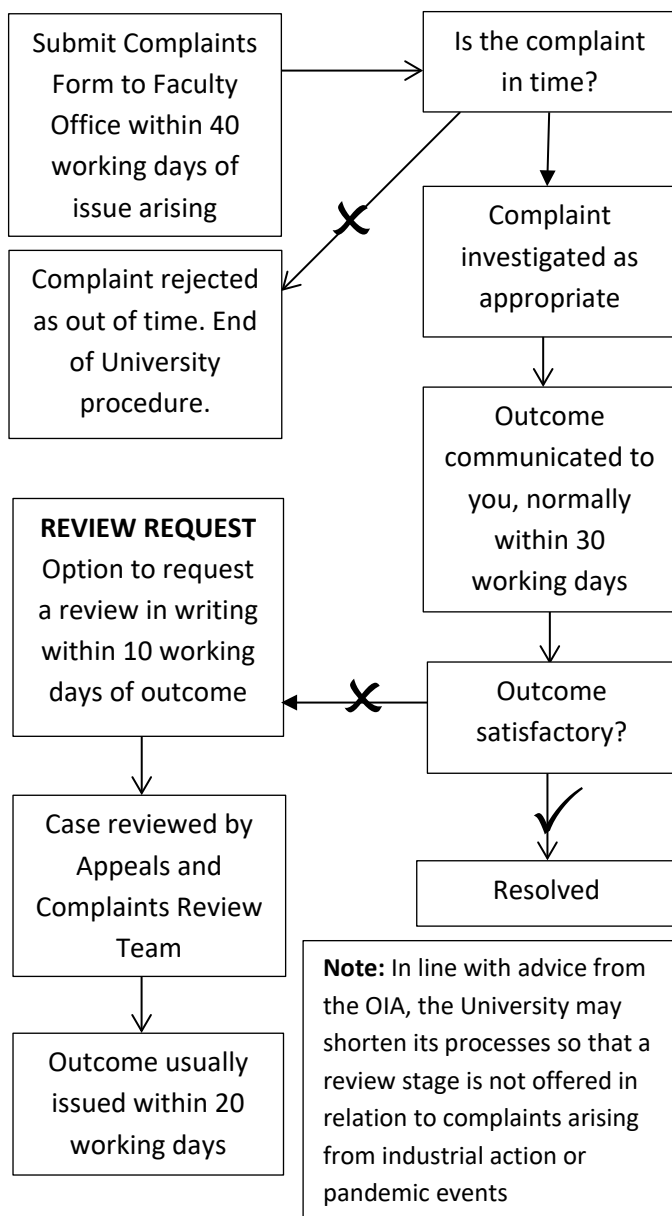
# A Basic Guide to Student Complaints

## The complaints procedure in brief

### INFORMAL STAGE



### FORMAL STAGE



## Some points to bear in mind

- Matters that are dealt with informally at an early stage often have the best chance of being resolved effectively.
- If a complaint concerns bullying, harassment, discrimination or victimisation, a Harassment Support Adviser may be able to help (link below).
- It is important to provide evidence of the issues raised in your complaint as this evidence will be assessed during the complaints procedure.
- Some matters are not dealt with through the Student Complaints Procedure – for example appeals against Exam Board decisions are dealt with through the Academic Appeals Procedure instead.
- For information on making accommodation complaints please refer to the following website: <http://www.accommodation.manchester.ac.uk/current/here/info/complaints/>

## Useful Links

**Formal Complaints Form and the full Student Complaints Procedure (Regulation XVIII):**

<http://www.regulations.manchester.ac.uk/regulation-xvii-student-complaints-procedure/>

Contact details for Faculty Complaints Teams can be found on the Formal Complaints Form.

**Student's Union Advice Service:**

<https://manchesterstudentsunion.com/academic-advice>

The SU Advice Service can guide you through the complaints process and may be able to comment on your complaint submission.

**Report and Support Website:**

<https://www.reportandsupport.manchester.ac.uk/>

For help and advice on issues such as bullying and harassment, including how to contact a Harassment Support Adviser.

**Office of the Independent Adjudicator (OIA):**

[www.oiahe.org.uk](http://www.oiahe.org.uk)

Once all the University's internal procedures have been completed and you have been issued with a Completion of Procedures letter, you may be able to take a complaint to the OIA if you remain dissatisfied.

**Please note that the full Student Complaints Procedure will always take precedence over this Basic Guide, which is a summary.**