# A Basic Guide to Student Complaints

## The complaints procedure in brief

### INFORMAL STAGE

- **Raise issue(s)** with individual(s) or School/service involved if possible
- **Attempt to resolve problem**
- **Outcome satisfactory?**
  - **Resolved**

### FORMAL STAGE

- **Submit Complaints Form to Faculty Office within 40 working days of issue arising**
- **Complaint rejected as out of time. End of University procedure.**
- **Is the complaint in time?**
  - **Complaint investigated as appropriate**
  - **Outcome communicated to you, normally within 30 working days**
  - **Outcome satisfactory?**
    - **Resolved**

### REVIEW REQUEST

- **Option to request a review in writing within 10 working days of outcome**
- **Case reviewed by Appeals and Complaints Review Team**
- **Outcome usually issued within 20 working days**

## 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/](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/](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](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/](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.

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