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

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/

Note: In line with advice from the OIA, the University may shorten its processes so that a review stage is not offered in relation to complaints arising from industrial action or pandemic events

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

Useful Links

Formal Complaints Form and the full Student Complaints Procedure (Regulation XVIII): http://www.regulations.manchester.ac.uk/regulation-xviii-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.


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.