

Complaints Student Guide

If you feel dissatisfied with your experience at The University of Law then you have the right complaints procedure and some tips for filling out the complaint and review forms. As this is only a guide, it is important that you read the Overarching Policy for Academic Appeals and Student Complaints and the Student Complaints Policy before making your complaint.

What can I complain about?

Complaints can be made about any aspect of your University experience, except:

- ◁ Appeals against the decisions of Examination Boards, or issues related to assessments (conduct or content), final results or concession applications, as these are G

complaint.

If you are unhappy with the outcome of your complaint, then the University offers an appeal process. The appeal form is sent to you with the outcome of your original complaint and must be completed **within 14 calendar days** of receipt and returned in the same way as the complaints form. You must either:

1. provide this initially; or
2. demonstrate that the formal complaints procedure was not followed correctly and that this had a detrimental impact on the outcome of your complaint; or
3. demonstrate that the investigation reached a decision that no reasonable body could have reached.

The appeal follows the same process as the complaints investigation except that it will be investigated by an Appeal Officer (AO) with no prior involvement in the case. **Please note that the AO can reduce the offer made to you in the initial outcome, as well as potentially increasing it.** Upon the conclusion of your review the University will give you a Completion of Procedures Letter along with the report.

After the review process you have exhausted all complaints routes within the University. However, if you are unhappy with the outcome of the review process then you may request a further review by the Office of the Independent Adjudicator (OIA). [Further details will be provided with the review outcome and can also be found at www.oiahe.org.uk](http://www.oiahe.org.uk). You must provide the OIA with your Completion of Procedures Letter and complain to them **within twelve months** of the date of that letter.

were exceptional circumstances which justified your delay in submission.

I have a complaint about a fellow student or a staff member

If you have a complaint about a fellow student or a member of University staff, you may wish to approach a tutor or other member of staff with your concerns informally in the first instance. If you feel that you wish to make a formal complaint, you can do so via the process outlined above.



