



Complaints

This guidance should be read in
conjunction with the University's
[Complaints Policy](#).

Making a complaint

If you are unhappy with any aspect of your student experience, the University has a complaints procedure in place to allow you to raise your concerns and hopefully get things resolved. Complaints should be raised as soon as possible and no later than 20 working days after the event, normally directly with the member of staff concerned.

If a course issue is affecting a group of you, you can raise this collectively at your Student/Staff Liaison Committee through your StARs. If this does not achieve a satisfactory outcome, or is not deemed by Director of Complaints to be an appropriate route, the Complaints Policy may be used, normally starting at the Local Stage.

The Director of Complaints, is an employee of the University, and is responsible for the oversight of how complaints are handled. Students who make a complaint in good faith should suffer no detriment as a consequence of doing so.

At each stage your complaint may be upheld or dismissed, in whole or in part.

The Advice Centre is here to guide and support you through the process of making a complaint, by talking through your situation, proof reading a draft of your complaint, and advising on what evidence may be necessary. We can also provide more information on the role of the Office of the Independent Adjudicator once you have exhausted the University's internal procedures.

What is the process?

Early Resolution Stage

Some difficulties can be resolved quite easily by simply talking with the member of staff concerned. You may wish to send an email, prefer to meet face to face, or meet online. A request for Early Resolution should be made as soon as possible, but no later than 20 working days following the cause of the complaint. If you are not satisfied with the outcome the complaint may be escalated to a formal complaint. (If it is not appropriate for you to raise the complaint directly with the individual concerned, you may be permitted to proceed directly to a formal complaint).

What is the process?

Formal Complaint

At the Local Stage you will need to complete the Complaints Form. You should do this no later than 10 working days after a failure to resolve the complaint at the earlier stage. You'll be asked to include full details of the complaint, and who, if anybody, the complaint has already been raised with and the outcome of this. The Advice Centre can help you with identifying who should be approached at the Local Stage, collecting evidence and drafting a complaint. You will receive receipt of your complaint, and it will be assigned to a complaint handler.

Review Stage

If you are not satisfied with the outcome at the Central Stage, you may request a review of the outcome but only on the grounds of:

- a) A serious procedural irregularity at the Central Stage that affected the outcome; or
- b) there is new evidence that, for valid reasons, was not available during the consideration of the complaint and that would materially affect the outcome; or
- c) the outcome was unreasonable or contrary to the evidence presented.

You must request a review in writing, within 10 working days of receipt of the initial outcome. You must request a review of your complaint via the Complaints Form.

You will be informed of the outcome of a review within 20 working days of the review request having been received.

Review by the Office of the Independent Adjudicator

If you are not satisfied with the outcome at the Central Stage, but not on the grounds outlined above, you may to seek a review by the OIA.

You can only submit a complaint to the OIA once the University's internal complaints procedures have been exhausted and a Completion of Procedures letter has been issued. You must complain to the OIA within 12 months of the date of the Completion of Procedures letter issued by the University.

Being a student can be fun, rewarding and fulfilling, but we also know it can be challenging, stressful and at times, overwhelming.

Winchester Student Union Advice Centre can be accessed by all current University of Winchester students. We aim to support students to make their own informed choices by offering free, impartial advice and information on a range of matters.

If you would like further support, you can get in touch by completing our Advice Enquiry Form:
www.winchesterstudents.co.uk/advice

You'll find the Advice Centre in the King Alfred Centre on Level 3 (next to the Foodhall).

