

help?

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are Point can help you with:

erent steps to complaint

hether it is relevant to make

w to write your letter of

stage of the complaint.

contact:

uilloteau
entation Coordinator
on (first floor)
474 0000
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WELL
POINT

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Unhappy with your le
service pr

You have the right to bri
matters of concern to th
attention of the Universit
order to find a satisfacto
resolution

This guide provides you in
to follow when submittin
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dissatisfaction that a University service does not meet the standards of service promised or standards of service.

of the University's operation to the service.

University Complaint Procedure CANNOT be used to :

- Complain against the Students' Union,
- Complain against decisions of Board of Examiners,
- Complain against franchised centres.

These relate to other procedures.

Please seek advice from your Students' Union if you are unsure.

At this stage, you must seek to resolve the issue.

On the issue, you may meet with the Head of Subject or Support Department, the Academic Tutor, with the Programme Staff Consultative Committee through

Submitting a formal complaint

Stage 1

If you are unhappy with the response at this stage you may submit a formal complaint to the Academic Registrar who will acknowledge receipt of your complaint.

Your written complaint should include details of the steps taken to date to resolve the complaint. If the complaint is not being considered adequate and you have written letters available in your Students' Union file, you should include these.

The Academic Registrar will pass the complaint to the Head of Department or any other relevant staff to investigate.

Outcomes of the investigation should be provided on receipt of your letter of complaint.

You may be called to a meeting to discuss the complaint in support to your complaint.

You can ask The Students' Union to support you. They will have to undertake during the process.

Stage 2

If you consider the outcome of your complaint to be unsatisfactory, you can resubmit your complaint to the Academic Registrar within 10 working days of the date of notification.

Your appeal will be referred to an Appeal Panel.

- there was an irregularity in the process
- Additional evidence has been provided