

## PRINCIPLES:

- You have the right to complain. You will suffer no detriment as a consequence of doing so unless your complaint is found to be vexatious
- Support and advice is available to you throughout all stages of the Procedure from a variety of sources
- In the first instance every effort should be made to raise and resolve complaints early and locally
- We are committed to undertaking a full and fair investigation of serious or complex complaints
- A student can request the Formal Complaint Decision to be reviewed to ensure that the decision is fair and reasonable in the light of the evidence available
- All complaints will be managed in a confidential and sensitive way. Information gathered as part of the Student Complaint Procedure will only be shared with other parties on a 'need to know' basis
- Where the issues raised affect a number of students, a group complaint may be considered
- The proper investigation of complaints requires complaint issues to be set out in detail and supported by the submission of evidence

V.02 Sept 16

# A guide for students - Student Complaint Procedure



## Can I make a complaint?

Are you a Cardiff University student or a former student complaining within 28 calendar days of your formal leaving date or graduation date?

- If you left the University more than 28 calendar days ago you must have an exceptional reason for not complaining within the time limits attached to each stage of the Procedure and submit evidence of your reason with your complaint.



## Are you complaining about

- failure by the University to meet its obligations?
- concerns about the delivery of a programme (taught or research), teaching or administration, **including supervision?**
- issues relating to the quality of facilities, learning resources or services provided by the University?



## Do you have evidence to support your complaint?

- Where possible, evidence should be provided to support your complaint.
- Evidence should be in writing and from someone independent, for example your doctor, a University service or witness statement.
- You may still submit a complaint without evidence but this could affect the outcome



If you have answered **yes** then go to:

<http://www.cardiff.ac.uk/public-information/students-applicants/>

This leaflet is available in alternative formats on request. Please email: [Studentcomplaints@Cardiff.ac.uk](mailto:Studentcomplaints@Cardiff.ac.uk)

The leaflet and full Student Complaint Procedure can be downloaded here:

<http://www.cardiff.ac.uk/public-information/students-applicants/>

# Making a complaint

All complaints are taken very seriously by the University. If you wish to make a complaint this should be done normally within **7 calendar days** of the problem arising using the **Early Resolution Stage** of the Student Complaint Procedure.

Please read the full Student Complaint Procedure before making your complaint to check that you are using the correct procedure. If you are eligible to use the Procedure, you should also check that you are using the correct stage. If we think you are not using the correct Procedure or the correct stage, we will tell you.

We consider that many issues can be dealt with locally and successfully through the Early Resolution Stage of the Procedure and you are normally expected to complete this stage before submitting a complaint under the Formal Stage.

If you are dissatisfied with the Early Resolution Stage Outcome or your concern is of a serious nature you may submit a **Formal Stage** complaint by completing the form and providing supporting evidence.

If you remain dissatisfied with the Formal Complaint Decision you may be able to request a review of the decision by a Reviewer under the **Review Stage** of the Student Complaint Procedure. This stage will not normally include a reconsideration of the issues raised, or a further investigation. The grounds for a Review request are:

- the Procedures were not followed correctly at the Formal Stage;
- the decision and/or remedy were unreasonable;
- there is new material evidence which you were unable, for valid reasons, to provide at the Formal Stage.

## Frequently Asked Questions

### What is a 'serious' complaint?

Examples of the types of complaints we would consider as 'serious' are:

- Harassment, bullying and victimisation
- Discrimination

Complaints of a serious nature must be submitted under the **Formal Stage** of the Student Complaint Procedure by using the appropriate form. These types of complaints must be submitted as soon as possible but normally within **28 calendar days** of the problem arising.

### Can students make a Group complaint?

Where the issues raised affect a number of students, a group complaint may be submitted and will be considered. You are encouraged to seek advice from Student Advice based in the Students' Union before submission of a group complaint.

### If I want to make a complaint about supervision how should I do this?

You should do this by using the Formal Stage of the Student Complaint Procedure. Complaints about supervision should be made as soon as possible and within **28 calendar days** of the problem arising. Issues about supervision are **not** normally grounds for academic appeal and, therefore, you should not wait for your marks to be formally confirmed by the University before raising an issue about supervision.

### Will my complaint affect my future marks?

No! You have the right to complain. A student who complains will suffer no detriment as a consequence of doing so unless your complaint is found to be vexatious.

### When can I expect to receive a decision about my complaint?

Normally you will receive an Early Resolution outcome within 14 calendar days. The Formal and Review Stages combined will normally be completed within 90 calendar days.

### What happens if I submit a late complaint?

If a complaint is **not** received within the time limits attached to each stage of the Procedure, the complaint will normally be deemed as 'out of time'. The time limits may be waived if good reason can be shown by you which prevented you from bringing the complaint forward within these limits e.g. hospitalisation.

### Can someone check my complaint before I submit it?

Student Advice in the Students' Union can give you independent advice about your complaint. Contact them on 02920 781410 or [advice@cardiff.ac.uk](mailto:advice@cardiff.ac.uk).

### What if I want to complain about something that is not covered by the Student Complaint Procedure?

**Complaints about academic judgement are not accepted by the University.**

Complaints about residences and catering facilities, fellow students, the admissions process and the Students' Union are dealt with under other procedures.

The Student Complaint Procedure should not be used for any matter that may be actively pursued under the Academic Appeals Procedure.

Further information can be found at Section 1.3 of the Student Complaint Procedure.

## Help and advice

There are a number of different people that can help you if you are experiencing difficulties and you are encouraged to seek this support:

- **For independent** advice on any University procedure contact Student Advice in the Students' Union on 029 20781410 or at [advice@cardiff.ac.uk](mailto:advice@cardiff.ac.uk)
- Your Personal Tutor or academic responsible for your programme of study.
- Contact Student Support for advice and guidance during your time at University on 029 20874844 or [studentsupportcentre@cardiff.ac.uk](mailto:studentsupportcentre@cardiff.ac.uk)