

# Complaints Procedure

## QUICK GUIDE

### STAGE ONE: EARLY RESOLUTION



Raise your dissatisfaction in writing or verbally with the appropriate member/s of University staff.

**You will receive a written response within 15 working days.**

### STAGE TWO: FORMAL STAGE



If you're dissatisfied with the response, you can submit a Complaint Submission Form and any supporting documentation within 20 working days.

**You will receive an acknowledgment within 5 working days.**



If appropriate to be taken forward under Stage Two, a Complaints Panel will be convened and you will be invited to attend a hearing.

**You will normally receive an outcome letter within 10 working days of the hearing.**

### REVIEW



If you're dissatisfied with the formal outcome you can request a review on certain grounds within 10 working days.

**If valid grounds are found, a new Complaints Panel will be convened under Stage Two.**



If valid grounds are not found, you will be advised that the University's internal complaints procedures have been exhausted. You will be issued with a Completion of Procedures Letter.

**The review stage will normally be concluded within fifteen working days of your request.**

### COMPLAINT TO THE EXTERNAL OMBUDSMAN



If you're dissatisfied with the outcome you can submit a complaint to the Office of the Independent Adjudicator within 12 months of the date of the Completion of Procedures Letter.

## THINGS TO REMEMBER

The University's complaints procedure focusses on matters that affect the quality of a student's learning opportunities.

There are separate procedures for unacceptable student and staff conduct; academic appeals; and complaints against the Student Union.

Current students should submit their concerns within 20 working days of the incident(s). Former students must do so within 3 months of either the formal end of their programme, or, if eligible to graduate, their graduation date.

We make reasonable adjustments to our complaints process – tell us what you need.

You can seek help or advice from the Student Union and/or Student Wellbeing and Support [StudentSupport@marjon.ac.uk](mailto:StudentSupport@marjon.ac.uk).

We will only share the details of your complaint with those who need to know.

Complaints may not always result in the desired outcome, as factors like policy decisions or resourcing beyond the University's control can impact services.

Submit forms, evidence or any questions about the Complaints Procedure to us at: [qualityandacademicstandardsunit@marjon.ac.uk](mailto:qualityandacademicstandardsunit@marjon.ac.uk)

### FURTHER INFORMATION



Complaints Procedure (Section 17 of the Student Regulations Framework)