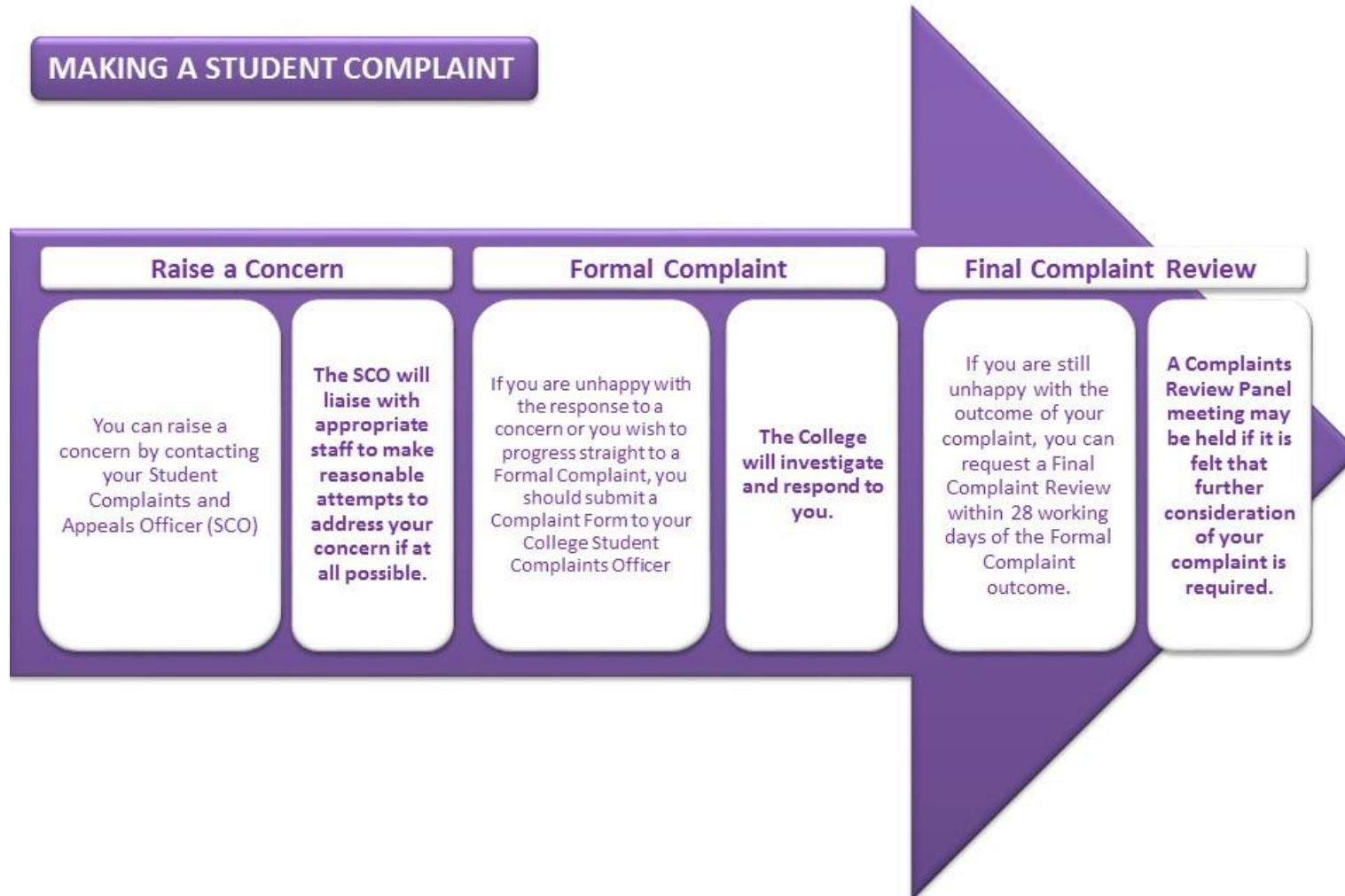


MAKING A STUDENT COMPLAINT



Guidance Notes for Students

UAL welcomes your feedback on all aspects of your time at University. Most concerns can be resolved easily by talking to your tutors and other members of staff. You can also tell us about any issues you have at course committee meetings and other school or college meetings, or by talking to your course representative or the Students' Union.

Your concern or complaint will be taken seriously and dealt with fairly. Raising a concern or making a complaint will not affect any decisions made about your future academic progress, and does not affect your student rights.

Raising a concern

If you would like to raise a concern please contact your College Student Complaints Officer (SCO). You should do so within 28 working days of the incident or circumstances that you wish to raise a concern about. The SCO will make reasonable attempts to address your concern wherever possible. If you are not satisfied with the outcome or they are unable to address your concern you should then submit a Formal Complaint.

Making a Formal Complaint

You can find information about making a Formal Complaint, as well as the Student Complaint Form that you need to complete, on the University's Complaints web page: <http://www.arts.ac.uk/study-at-ual/academic-regulations/complaints-and-appeals/making-a-student-complaint/>. You will need to submit your form to the Student Complaints Officer (SCO) for your college, or the named person for the central service department (e.g. Retail Operations or Library and Learning Services).

If you require any advice or support we encourage you to contact the Students' Union Advice Service. The Students' Union is independent from the University and has a team of professional and experienced advice workers to help you. The advice workers can guide you through the process and assist you in submitting your complaint. You can contact them on 020 7514 6270 or at advice@su.arts.ac.uk or by visiting their website at <https://www.arts-su.com/help/advice>

Issues not covered by the University Complaints Procedure

There are some circumstances when you cannot use the University Complaints Procedure. Usually this is when the University has no control over the services or facilities in question, or where there is another way of raising an issue. You can find out more information about areas not covered by the University Complaints Procedure on the University Complaints & Appeals web page: <http://www.arts.ac.uk/study-at-ual/academic-regulations/complaints-and-appeals/making-a-student-complaint/>

Discrimination & Harassment

The University wishes to respond effectively to allegations of discrimination and harassment. If you wish to make a complaint relating to an issue of discrimination or harassment please contact the Students' Union who can advise you on the procedure and where you can go for advice and guidance. You can also find more information on the UAL Diversity web pages: <http://www.arts.ac.uk/about-ual/diversity/>

Confidentiality

Any information you provide will be handled sensitively and will only be made available to staff directly involved in finding an appropriate resolution. If you have any concerns about disclosing information on the form, please contact the Students' Union for advice on 020 7514 6270.

Disability and Reasonable Adjustments

If you consider yourself to be disabled or require reasonable adjustments to access the complaints procedure you should contact the University Complaints Unit directly, who will discuss your needs with you. It may help to have your needs assessment report to help show what adjustments you require e.g. BSL interpreter, physically accessible venue, support with completing the form. Any information you provide will be handled sensitively. If you have any concerns about disclosing disability information on the form, please contact the Central Disability Team for advice on 020 7514 6264.

Group Complaints

If you submit a Formal Complaint as a group, all members of the group must sign the Complaint Form. The group must elect representatives (maximum 2) to speak and meet on behalf of the group.

Third Party Complaints

The University does not accept complaints made by anyone other than the student complainant. However there may be circumstances where there is reasonable cause for someone to act on your behalf (for example, if your case is particularly sensitive and you don't feel comfortable raising the issue yourself). If you do want a third party to represent you, you must provide explicit, written agreement for them to do so.

Withdrawing a Complaint

You can withdraw your Formal Complaint at any stage of the procedure by writing to the Student Complaints Officer or University Complaints Unit.

Further Information

You can find out more about making a Formal Complaint, as well as the complaint form that you need to complete, on the University's Complaints web page: <http://www.arts.ac.uk/study-at-ual/academic-regulations/complaints-and-appeals/making-a-student-complaint/>

What Happens Next?

The Student Complaints Officer (SCO) will usually give a response to your Formal Complaint within 28 working days of receiving your Student Complaint Form. If the SCO decides to reject your Formal Complaint you will be informed of this in writing. If your Formal Complaint is accepted for investigation it may be necessary for you to meet with members of staff who are investigating. If there are factors that may affect when you can attend meetings, such as caring responsibilities or religious festivals please inform the person who is arranging the meeting so that this can be taken into account. The University will make every effort to keep to the timescales outlined in the procedures and asks that students making the complaint also endeavour to do the same. However, sometimes it may be necessary to seek an extension. If this is the case, the University will contact you. Following an investigation the SCO will write to you to confirm whether or not your Formal Complaint has been upheld.

Requesting a Final Complaint Review

If your Formal Complaint is rejected or you are not satisfied with the outcome you may progress to Final Complaint Review. You should contact the Students' Union Advice Service on 020 7514 6270 or at advice@su.arts.ac.uk or by visiting their website at <https://www.arts-su.com/help/advice>. You will need to put your complaint in writing to the University Secretary and Registrar via the University Complaints Unit complaints@arts.ac.uk within 28 working days of notification of the Formal Complaint decision. If your complaint is rejected you will be informed in writing within 28 working days. If your complaint is accepted a Complaints Review Panel meeting will be convened as soon as possible (and usually within 30 working days of submission of the request for Final Complaint Review)

Complaints Review Panel

The Complaints Review Panel will be comprised of members of University staff who are not from your College and will consider your complaint and the representations of the College to reach a final decision. If the Panel meets you will be invited to attend the meeting and you may take one person with you for support; normally this would be a friend, relative or representative from the Student's Union. It would normally be expected that you as the student complainant would speak at the meeting to respond to the Panel's questions and make any further comments as you wish. Disabled students may appoint a representative to present their case for them if this is considered appropriate.

The Panel will communicate its decision in writing within 14 working days of reaching its decision. If you remain dissatisfied you may be able to submit a complaint to the Office of the Independent Adjudicator for Higher Education (OIA). If your complaint is related to advice received from Student Services regarding a debt you may submit a complaint to the Financial Ombudsman <http://www.financial-ombudsman.org.uk/> following completion of the University's internal complaints procedure. Information on how to do so will be included in your Completion of Procedures Letter.

Help & Advice

If your concern is of a particularly sensitive nature you may want to contact one of the following services for advice:

University Service

Students' Union

T: 020 7514 6270

E: advice@su.arts.ac.uk

W: <https://www.arts-su.com/help/advice>

Disability Service

T: 020 7514 6156

E: disability@arts.ac.uk

W: <http://www.arts.ac.uk/study-at-ual/student-services/disability--dyslexia/>

Mental Health Adviser

T: 020 7514 6251

E: studenthealth@arts.ac.uk

W: <http://www.arts.ac.uk/study-at-ual/student-services/counselling-health-advice--chaplancy/health-advice/mental-health/>

Counselling Service

T: 020 7514 6230

E: counselling@arts.ac.uk

W: <http://www.arts.ac.uk/study-at-ual/student-services/counselling-health-advice--chaplancy/counselling/>

Diversity Team

T: 0207 514 9864/9876

E: Diversity@arts.ac.uk

W: <http://www.arts.ac.uk/about-ual/diversity/>

How they can help

The Students' Union Advice & Support Team can discuss any concerns you may have about your time at University, answer any queries you have about the complaints process and help you complete the complaint form.

The Central and College Disability Services can advise on arranging reasonable adjustments, carry out disability needs assessments and inform you of your rights as a disabled person.

The Mental Health Adviser can also provide advice and guidance on mental health, will liaise with other professionals and can act as advocate on your behalf if necessary.

The Counselling service offer a safe space for you to discuss issues and reflect on the concerns that are affecting you, whether it relates directly to your studies or not.

The Diversity team can offer advice on your right to fair treatment, and the legal protections you are afforded in terms of discrimination on grounds of age, disability, ethnicity, religion and belief, gender, sexual orientation, trans, social class or caring responsibilities.