



HOW TO MAKE A FORMAL COMPLAINT

Step 1 - Read the [Complaints Management Procedure](#)

It's important to understand how your complaint will be managed, including confidentiality, timelines etc

Step 2 - Make an appointment with Student Advocacy

We can support you throughout this process, including:

- Helping you understand the process and procedure
- Discussing whether an informal resolution is an option
- Helping you to prepare your written complaint
- Explaining the types of evidence that you could include
- Discussing what kinds of outcomes you could ask for

Please use our [appointment form](#) to make an appointment.

Step 3 - Prepare your complaint

You'll need to describe your concern in as much detail as possible, e.g. course title, program code (if it relates to your course), name of people involved, location, time, dates etc. We recommend writing this as a timeline if the situation was complex or went on for a long time. We recommend writing your complaint as a Word document, and submitting it as an attachment.

The complaints form will also ask you the following questions, so you will need to ensure you have prepared a response to them

- What steps have you taken to resolve this issue?
- What outcomes are you seeking?

You will also need to upload any supporting documentation that you have – this can include copies of emails/messages, medical certification etc depending on the nature of your complaint.

Step 4 - Submit your complaint

When you're ready, you'll need to submit your complaint [via the complaints portal](#). You should receive an initial reply within 5 working days to tell you whether the complaint will be considered or not, and if so, who will be dealing with it. If you believe the person dealing with your complaint has a conflict of interest (e.g. they have been involved in the situation already), you can request an alternative person. Within 20 working days you should receive an outcome of some kind. If you're not happy with the outcome, Student Advocacy can help you understand your options to escalate it further.

For further advice and support: [Contact us](#)

