



## **Aston Student Advice (The Advice and Representation Centre)**

### **COMPLAINTS POLICY**

Aston Student Advice helps hundreds of clients every year and strives to provide an excellent service. However, on some occasions, clients or others may feel unhappy with the service.

Aston Student Advice wants to make sure the service always learns to ensure the service is the best it can be.

#### **Handling Complaints**

Complaints are treated confidentially, sensitively and seriously.

Complaints can be made to the Advice and Support Manager or if the complaint is related to the Advice and Support Manager to the Membership Services Manager by email on:

[advice.complaints@aston.ac.uk](mailto:advice.complaints@aston.ac.uk)

Aston Student Advice will aim to resolve a complaint through speaking with the member of the team who handled the situation or case to which the complaint refers and by speaking with the complainant if appropriate.

#### **Time scales to resolve complaints**

Aston Student Advice aims to resolve complaints as soon as possible after they are made.

Some complaints will require a more detailed investigation and the complainant will be advised of a likely time scale this will take within the first 3 working days.

Aston Student Advice aims to resolve complaints within 10 working days.



All complaints should be closed within 8 weeks of the complaint being sent.

### **If a client is still unhappy after the complaint has been processed**

In the unlikely event that a client is still unhappy following the Aston Student Advice complaints process, the complainant can make a complaint to the Aston Students' Union Chief Executive or President under the Aston Students' union complaints procedure.

If a complaint relates to how Aston Student Advice has supported a client in relation to a debt advice case complaints can be sent the Financial Ombudsman Service.

#### **Financial Ombudsman Service**

Exchange Tower, London E14 9SR

Telephone: 0300 123 9 123

Email: [complaint.info@financial-ombudsman.org](mailto:complaint.info@financial-ombudsman.org)