

A STUDENT'S GUIDE TO

# COMPLAINTS

## GET IN TOUCH

**0121 204 4848**

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

10:00am - 4:00pm

### **DROP IN**

10:30am - 12:30pm on the following days:

Monday, Wednesday & Friday

No appointment needed for drop-ins

### **LOCATION**

Ground floor of Students' Union building

# UNDERSTANDING COMPLAINTS

We hope that your time at Aston University is fantastic, but if you are not satisfied with your experience you have the right to make a complaint.

## WHAT IS A COMPLAINT?

A complaint can be made about any aspect of a Student's experience at University, including teaching and learning issues or problems with services and facilities provided by the University. Here's what you need to know about making a complaint at Aston University.

## MAKING A COMPLAINT

If you are dissatisfied with any aspect of your experience at Aston University, you have the right to submit a complaint under the University's Student Complaints Procedure. The University encourages students to raise any suggestions or concerns promptly to find a resolution quickly.

## HOW DO I WRITE A COMPLAINT?

When making a complaint, it's essential to start by writing a draft that includes:

- **Introductory Summary:** Clearly state the nature of your concern.
- **Timeline of Events:** Provide dates, times, and the impact of the issue.
- **Refer to Policies not Followed:** Highlight any regulations or policies that you believe haven't been followed or errors that were made.
- **Suggestions for Improvement:** Offer constructive feedback on how the situation could be resolved.
- **Desired Outcomes and Justifications:** Clearly outline what you hope to achieve through the complaint process and why it's reasonable.

## DESIRED OUTCOME

Clearly outline your desired outcomes, and why you believe it is reasonable and justified.

Please note a complaint cannot change the decision of an Exam Board. The academic appeals procedure is the correct procedure for appealing an Exam Board decision.

## YOUR DUTY

Unless you have good reason for needing a longer period, ensure any complaints are submitted within the deadlines.

## WHAT'S THE PROCEDURE?

### INFORMAL RESOLUTION

- Initially, try to resolve the issue informally with an appropriate staff member. Discuss with your Tutor or the service's immediate manager/supervisor.

### STAGE 1: FORMAL COMPLAINT

1. If an informal resolution is unsuccessful or it's too serious, submit a Formal Complaint form online within 20 working days of the informal outcome or problem occurring.
2. The Complaints Team will acknowledge receipt within two working days and respond within 10 working days to explain how the matter will be processed.
3. An investigator is assigned to fully investigate the complaint, and you'll receive a written response within 20 working days.

### STAGE 2: OUTCOME REVIEW

- If dissatisfied with the Stage 1 outcome, you can submit a Complaint Outcome Review request form within 10 working days if you meet one of the specific grounds for the review:
  - a) A procedural irregularity occurred during Stage 1, which significantly impacted the outcome.
  - b) There is new material evidence unavailable for valid reasons earlier in the process, which casts doubt on the Stage 1 outcome.
  - c) The Stage 1 outcome could be considered unreasonable considering all circumstances.
- The University conduct a review, either on paper or invite you to a hearing, and then communicate the outcome within 20 working days.

## COMPLAINTS TO THE OIA

After completing the University's internal procedures, if still dissatisfied, you can escalate the complaint to the Office of the Independent Adjudicator for Higher Education (OIA).

## WE CAN HELP...

Please visit: [astonsu.com/support](https://astonsu.com/support)

AT THE STUDENTS' UNION, WE ARE HERE TO SUPPORT YOU THROUGHOUT THE COMPLAINTS PROCESS.

COMPLAINT FORMS CAN BE FOUND ON THE UNIVERSITY'S WEBSITE.