

Making a Complaint:

WHAT IS A COMPLAINT?

A complaint is a formal way for a student to tell the University that something has gone wrong and ask for it to be addressed.

WHO CAN MAKE A COMPLAINT?

- A student
- A past student (who left no more than 6 months ago).
- A member of the public
- A group- one person will need to be named as the group representative for communication.

HOW ARE COMPLAINTS MANAGED?

Complaints are managed in 3 ways:

- Initial resolution
- Stage 1 complaint
- Stage 2 complaint- if you would like to challenge the outcome of a stage 1 complaint.

WHAT TO INCLUDE IN YOUR COMPLAINT:

You must put your concerns in writing including the following:

- What your concerns are.
- What outcomes you are seeking.
- Any evidence to support your case (with consent if given from the parties included).
- Whether initial resolution has taken place.
- Your email/postal address so the University can contact you.

HOW TO MAKE A COMPLAINT:

You can submit a complaint via this link:

<https://our.norwichuni.ac.uk/>

Simply log on, by click on 'Academic Support Office Application Form' and choose 'Make a complaint'.

You can also make a complaint by sending an email to the Academic Support Team, or writing a letter.

HOW ARE COMPLAINTS PROCESSED?

Academic Support will confirm that they have received your complaint and will investigate it.

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A senior member of staff will look at your complaint and decide what should happen. If it is a Stage 1 complaint, the University may ask to meet with you in person to discuss the complaint: this is called **a complaint hearing**.

You will receive the outcome of your complaint in writing within 20 working days.

WHAT IS A COMPLAINT HEARING?

Nearly all complaints are managed in writing. However, if the University does not resolve your complaint through initial resolution and you decide to make a Stage 1 complaint, you may be invited to a Complaint Hearing. This is a formal proceeding where a student and the University discuss an unresolved stage 1 or stage 2 complaint.

If a hearing is required, you will:

- Be written to inviting you to attend the hearing.
- Be told which staff are attending the hearing.

You can bring a supporters, witnesses or legal representation with you, but you must notify the University of this in writing.

POSSIBLE OUTCOMES OF A COMPLAINT:

There are 3 main outcomes for a complaint:

- **To not uphold the complaint**

The University have investigated your concerns but have not found reason to agree with them.

- **To partially uphold the complaint;**
- **To uphold the complaint**

The University have investigated your concerns and agree with some/all of them.

They may make an apology to you and if appropriate may explain how they plan to put things right.

Making a Complaint:

TAKING YOUR COMPLAINT TO THE OIA:

If you are not happy with the outcome of your stage 2 complaint, you can take it to the OIA.

The OIA is an independent organisation that reviews student complaints after you have completed the entire University complaints process.

If you want the OIA to review your complaint, you will need a Completion of Procedures (CoP) letter from the University, which explains the outcome and gives you one year to contact the OIA.

If your Stage 2 complaint is rejected, the University will automatically send you a CoP. If your complaint is fully or partly upheld, you must ask for a CoP to be sent.

COMPLAINTS NOT CONSIDERED:

The University may not consider a complaint if it believes it is harassing, unreasonable, or intended to cause unnecessary disruption or expense. If this happens, the University will write to you to explain the decision and discuss what happens next.

ANY QUESTIONS?

The University's official student regulations and procedures document can be found here:

<https://norwichuni.ac.uk/student/your-studies/student-regulations-and-procedures/>

Section K outlines university complaints.

More information about complaints can be found here:

<https://norwichuni.ac.uk/student/your-studies/resolving-a-complaint/>

If you have any questions regarding complaints, please contact the Academic Support Team:

aso@norwichuni.ac.uk

If you require any support, please contact the Student Union's Advice Service:

su.advice@norwichuni.ac.uk

