

BYE-LAW | COMPLAINTS

Last updated 28/07/2016

1. The University of Manchester Students' Union has a complaints procedure which deals with complaints from students and complaints from members of the public. Where the complaint comes from a member, this document should be read in conjunction with the Code of Practice on the Students' Union.
2. The Students' Union encourages complaints to be raised as soon as possible and within 6 weeks. Where possible, we will try to resolve complaints informally in a timely manner.
3. Complaints raised outside of a reasonable time period from the action (or inaction) prompting the complaint will only be considered where there is good reason for the delay.
4. All complaints shall be investigated thoroughly and objectively to meet a satisfactory and constructive conclusion. Investigations shall be conducted in confidence; however anonymous complaints will not be accepted under this Procedure as this may hinder data collection.
5. Where you are not satisfied with an informal resolution or something is too serious to raise informally, you are able to make a formal complaint. This guidance explains how to do that.

6. **Making a complaint as a member**

(you must be a registered student at the University of Manchester)

- 6.1 Please provide your full contact details.
- 6.2 Tell us what your complaint is about.
 - 6.2.1 In your own words, explain what has gone wrong and if you have already attempted to resolve the complaint.
- 6.3 What can we do to rectify this?
 - 6.3.1 Please tell us what we can do to rectify this, including any effects this issue has caused.
- 6.4 Once you have done this, please email it to help.su@manchester.ac.uk with the subject line "member complaint"
- 6.5 You may also submit the complaint in writing and post to the Union marked "member complaint"
- 6.6 This will then be sent to the most appropriate person to deal with your complaint.
- 6.7 You will receive an acknowledgement of your complaint within 3 working days.
- 6.8 You will receive notification of who will be handling your complaint and the likely timescale within 5 working days.
- 6.9 You should normally receive the outcome to your complaint within 21 working days from the date of submission. If this is likely to be delayed or can not reasonably be expected to have concluded in that time, you will be given further notification of an expected end point.
- 6.10 If you are not satisfied with the outcome of your complaint, you have the opportunity to appeal the outcome. An appeal should be lodged within 7 working days.
- 6.11 You should email your grounds for appeal to the aforementioned email address. An Appeals Committee will then be convened to consider the

appeal. You will receive an acknowledgement normally within 5 working days. The Committee usually assess whether the correct process has been followed by the person(s) investigating the original complaint, and whether the finding was reasonable. The appeal panel would normally uphold, dismiss or partially uphold your appeal and you will usually be informed of the outcome of the complaint within 21 working days from the date of submission.

- 6.12 If you remain dissatisfied with the outcome, you have the right to request a review of the complaint by the University in accordance with the University's Student Complaints Procedure (Regulation XVIII)

7. Making a complaint as a non-member

(you are member of the general public using our services)

7.1 Tell us what your complaint is about.

7.1.1 In your own words, explain what has gone wrong.

7.2 What can we do to rectify this?

7.2.1 Please tell us what we can do to rectify this, including any effects this issue has caused.

7.3 Once you have done this, please email it to help.su@manchester.ac.uk with the subject line "**General Public Complaint**"

7.4 You may also submit the complaint in writing and post to the Union marked "General Public Complaint"

7.5 This will then be sent to the most appropriate person to deal with your complaint.

7.6 You will receive an acknowledgement of your complaint within 3 working days.

7.7 You will receive notification of who will be handling your complaint and the likely timescale within 5 working days.

7.8 You should normally receive the outcome to your complaint within 21 working days. If this is likely to be delayed or can not reasonably be expected to have concluded in that time, you will be given further notification of an expected end point.

7.9 There is not normally the opportunity to appeal but if you are dissatisfied with the outcome of your complaint, please do write to us requesting an appeal and the grounds for appeal to help.su@manchester.ac.uk