



ABERTAY SA

# COMPLAINTS

STEP-BY-STEP GUIDE

# What

## can you complain about?

Any student can complain about another student, a lecturer, a module, another staff member, university policy and university facilities or resources.

Every complaint has to be made within 6 months of any initial issue for it to be eligible for University scrutiny.

If you're unsure of anything at all, feel free to talk to us:

**Book a Meeting**  
[abertaysa.com/advice](http://abertaysa.com/advice)

**Telephone**  
01382 308 513

**Email**  
[SAadvice@abertay.ac.uk](mailto:SAadvice@abertay.ac.uk)

Or just drop in to the Office - **Level 2 Opposite the Main Lecture Theatre**



Chat to us!



at [Facebook.com/AbertayAdvice](https://www.facebook.com/AbertayAdvice)

We now have Facebook and Twitter channels that you can get in touch with us via.





## Frontline Resolution 2

Most complaints can be sorted by direct communication such as emails or meetings. Remember to keep a record of all communications as evidence in case of further problems. Frontline Resolution has a deadline of 5 working days to resolve the issue.



## Taking it further 4

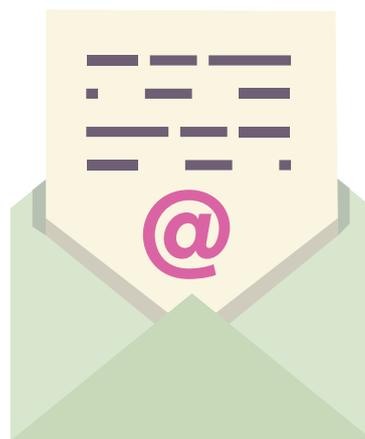
You can take your complaint forward for investigation, which we can help guide you through.

# 1 So you've got a complaint...

Any student can complain about:

- A student
- A lecturer
- Another staff member
- University Policy
- University facilities or resources

Every complaint has to be made within 6 months of any initial issue.



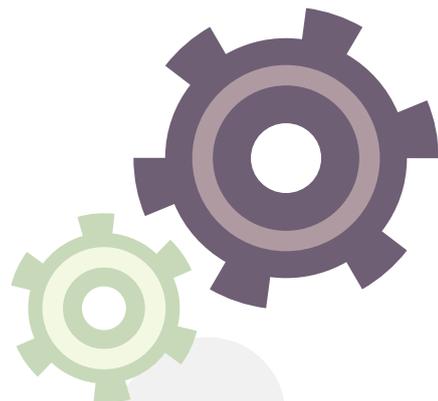
# 3 Having your first meeting

If Frontline Resolution hasn't solved the issue, you can get in touch with us to guide you through other options.

email: [SAadvice@abertay.ac.uk](mailto:SAadvice@abertay.ac.uk)

phone: 01382 308513

book a meeting: [AbertaySA.com/advice](http://AbertaySA.com/advice)  
or just come in to the office, opposite the main lecture theatre.



# Frontline Resolution

Frontline Resolution has a 5 working day time limit, although there can be extensions of up to 5 working days added under certain circumstances.

**You can chose to get in touch whenever you like, even before Frontline Resolution if you feel you would like help or advice in how to handle your complaint.**

## Process Outline

### Get in touch with the person(s) involved

Let them know about your complaint. You can do this in writing or in conversation. There is a time limit of 5 working days to complete the process.

### Keep all communications

→ Keep a hold of any communications incase there are further issues later on.

### Complaint Resolution Form

→ If the complaint is resolved within the time limit, the staff member concerned will fill out a Complaint Resolution Form and submit it as record of the complaint.

## If it is not resolved...

If you want to take your complaint further you can apply for an investigation by the University.

This involves filling out a Complaint Investigation Request Form, which We can provide or you can get from [registry@abertay.ac.uk](mailto:registry@abertay.ac.uk) and including any supporting evidence and preferred outcomes.

All submissions will be acknowledged within 3 working days and are usually completed within 20 days.

**We can provide support throughout the entire process, even during the outcome.**

# What can I do for you?



Set up and attend meetings with you as moral support or as a representative



Provide support in initiation of communication and how to word any messages/emails appropriately



Provide advice on how to proceed with the complain and explain the processes



Provide support in writing detailed accounts of any communications concerning the complaint

Get in touch if you want to arrange a meeting, or even just to ask questions!

**Book a Meeting**  
[abertaysa.com/advice](http://abertaysa.com/advice)

**Telephone**  
01382 308 513

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