

Complaints - Step by Step



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
phone: 01382 308513
book a meeting: AbertaySA.com/advice
or just come in to the office, opposite the main lecture theatre.

