



ABERTAY SA

COMPLAINTS

STEP-BY-STEP GUIDE

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:

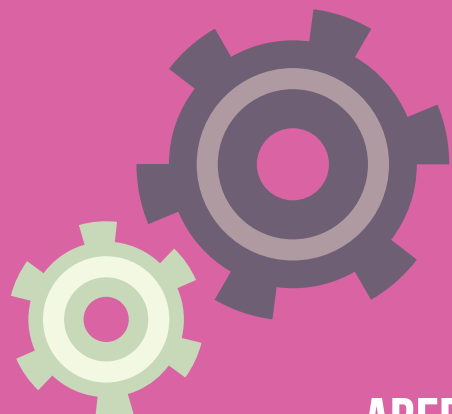
- A student
- A lecturer
- Another staff member
- University Policy
- University facilities or resources

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
mobile: 07989 215 788
or just come in to the office, opposite the main lecture theatre.



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!

Mobile
07989 215 788

Telephone
01382 308 513

Email
SAadvice@abertay.ac.uk

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