

Complaints Procedure

COMPLAINTS AND FEEDBACK

The Student Advice Service is a free, independent, and confidential information and advice service available to all Cambridge University students. It is provided by the Cambridge SU.

The Student Advice Service is committed to providing the best possible service and continually seeks to improve and develop its service provision - if you have comments, feedback or criticisms of the service we provide, we would like to know about it.

There are two ways you can do this. If you have comments about the service that you would like us to consider, you can email the Advice and Welfare Manager at gemma.douglas@cambridgesu.co.uk or write to them: Advice and Welfare Manager, Student Advice Service, Cambridge University SU, 17 Mill Lane, Cambridge, CB2 1RX.

Alternatively, you can use this procedure to make a complaint about the service we have provided. This complaints procedure sets out how to make a complaint if you feel the service you have received from the Student Advice Service is unsatisfactory, and the process the Student Advice Service will follow upon receiving a complaint from a service user, another member of the University, or a third party.

Complaints will be handled sensitively and with discretion.

The Student Advice Service Complaints Procedure consists of two-stages as described below.

STAGE ONE

1.1 Complaints must be received in writing or via email addressed to the Advice and Welfare Manager (gemma.douglas@cambridgesu.co.uk).

1.2 Complaints against the Advice and Welfare Manager must be made in writing or via email addressed to the Director of Student Advice and Employee Experience (lisa.dery@cambridgesu.co.uk).

1.3 The complaint handler will conduct a full investigation of the complaint during which they may interview any of the parties affected by the complaint. The complaint handler must ensure that where interviews occur they are minuted by another member of the Student Advice Service not involved in the complaint or an independent person who has agreed to abide by the Student Advice Service [Confidentiality Policy](#).

1.4 Complainants must be aware that the Advice and Welfare Manager must inform anyone who is the subject of the complaint of the proceedings. This will include the nature of the complaint against them and the identity of the complainant.

1.5 The complaint handler will endeavour to complete their investigation and produce a report of findings within 15 working days of receiving the complaint. The report will summarize the nature of the complaint, what investigations have been carried out and the proposed resolution.

1.6 If the complainant remains dissatisfied, the matter will be referred to Stage 2.

STAGE TWO

2.1 The complaint handler will refer the complaint to the Welfare and Community Officer.

2.2 The Welfare and Community Officer will review submission(s) and reach a decision on the complaint.

2.3 The Welfare and Community Officer may recommend appropriate redress. The Welfare and Community Officer may also recommend that the Advice and Welfare Manager take certain actions to prevent a similar complaint from arising in the future.

2.4 The Welfare and Community Officer's decision is final. It will be recorded in writing and the complainant will be notified of the decision and the reasons no later than 15 working days after the complaint is referred to the Welfare and Community Officer.

RECORDING & MONITORING COMPLAINTS

All complaints will be recorded and kept on file for 3 years. All complaints will be treated in line with the Student Advice Service and Cambridge SU's data protection policies.

REVIEW

This complaints procedure will be reviewed annually or when required by the Advice and Welfare Manager.