

ABOUT

This leaflet is designed to give you more information about academic complaints at the University of Glasgow.

Turn overleaf to view a selection of frequently asked questions about representation and find out more information about the correct procedures to follow.



SRC ADVICE CENTRE

If you have a problem or enquiry about any aspect of student life, you can drop in to the SRC Advice Centre for a confidential chat with one of the professional advice workers. No appointment is necessary and the service is free.

The Advice Centre is run by the SRC which is independent from the University and there to fight your corner in academic matters like academic appeals, complaints, student conduct procedures and other issues.

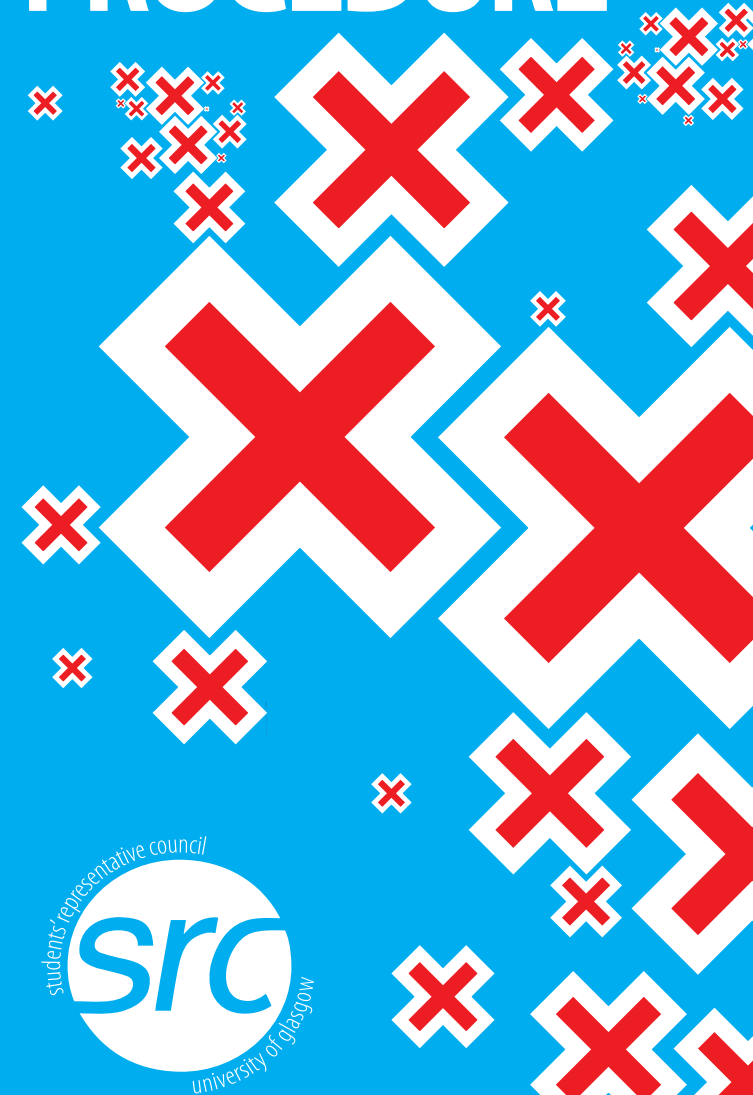
SRC Advice Centre staff also deal with welfare issues including: benefits/tax credits, council tax, debt, national insurance, tax, housing, student financial support and employment rights.

SRC ADVICE CENTRE
JOHN MCINTYRE BUILDING
UNIVERSITY AVENUE
GLASGOW
G12 8QQ

MON 10.30AM-4PM
TUE-THU 10AM-4PM
FRI 10AM-3.30PM

0141 339 8541
advice@src.gla.ac.uk

THE SRC ADVICE CENTRE GUIDE TO THE UNIVERSITY COMPLAINTS PROCEDURE



FREQUENTLY ASKED QUESTIONS

CAN I COMPLAIN?

The University complaints procedure is for investigating and resolving complaints that are not related to an academic decision on progress, assessment or award directly affecting the complainant. It currently also includes complaints about bullying and harassment. The time limit for submitting a formal complaint is 12 months from the last incident relating to the complaint except in exceptional circumstances.

This is reduced to 6 months if you have graduated. If you are not happy about an academic decision as set out above, you can appeal the decision under the appeals code. There are also separate complaints procedures for complaining about the GUU, the QMU or the SRC.

WILL THE SRC REPRESENT ME?

In most circumstances the SRC Advice Centre can assist you with organising your case, and represent you through the investigation. Assistance can vary from simply looking over your argument, to full representation at hearings or appeals.

It is important to remember that this is your case, and you have both responsibility for it, and freedom to choose how you would like to be represented.

SHOULD I RESOLVE THIS INFORMALLY?

You can talk to any appropriate staff member e.g. the Head of School, your Adviser of Studies, the Course Coordinator or the School Administrator to try to resolve the matter informally. The Advice Centre will support you in negotiating an informal resolution.

HOW CAN I COMPLAIN?

If you are still not satisfied after attempting informal resolution, the next step is to start the formal process by submitting a Stage 1 Complaint Form to the relevant senior member of staff. If the complaint is against that senior member of staff, the complaint should be submitted to the person next in seniority.

The Advice Centre can give you more information, assist

you with completing your Complaint Form and, if necessary, represent you. These procedures are listed in the University Calendar at: www.gla.ac.uk/services/senateoffice/calendar/

CAN I COMPLAIN ANONYMOUSLY?

No. Anybody contacted for information about the complaint will be told the details of the complaint and the identity of the complainant. However, these details will otherwise be kept confidential.

WHAT HAPPENS NEXT?

A senior member of staff will be responsible for investigating the complaint in most cases. Investigation of a complaint will normally start within 10 working days of a formal complaint being made. As far as possible, an update on the progress of the investigation will be given every 10 working days.

Unless both parties agree to a joint meeting, the complainant and the person(s) against whom the complaint was made will meet with the investigator separately.

WHAT HAPPENS IF THE COMPLAINT IS UPHELD?

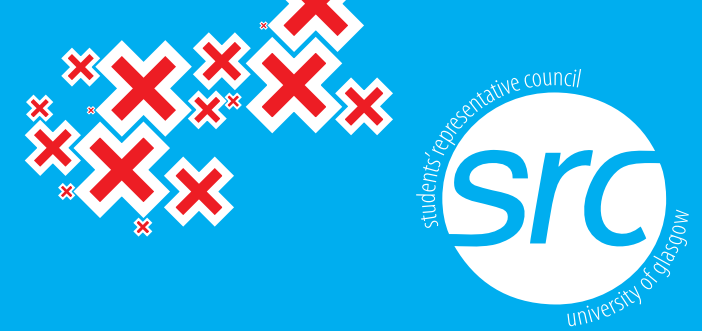
A complaint that is upheld can lead to a change in the way a service or department is run, or to a change in supervisory, teaching or assessment arrangements.

If the complaint was against a student or member of staff, it will not lead directly to disciplinary action. However, any such cases may be referred for investigation under the relevant procedure. A complaint cannot change an academic decision. If this is what you are aiming for, you should use the Appeals Process instead.

WHAT IF I AM NOT HAPPY WITH THE OUTCOME?

If you are not happy with the way the complaint has been dealt with, or with the outcome, you have 10 working days to submit a Stage 2 Complaint Form to request a review of the complaint.

The University Calendar sets out who a Stage 2 complaint should be submitted to. If you are still not happy after completion of Stage 2, you can request an external review from the Scottish Public Services Ombudsman.



USEFUL LINKS

SRC ADVICE CENTRE

www.glasgowstudent.net/advice

ACADEMIC ADVICE FOR STUDENTS

www.glasgowstudent.net/advice/academic

UNIVERSITY STUDENT POLICIES

www.gla.ac.uk/services/senateoffice/academic/studenttpolicies/

SCOTTISH PUBLIC SERVICES OMBUDSMAN

www.sps.o.org.uk

