

THE SRC ADVICE CENTRE GUIDE TO THE
**UNIVERSITY
COMPLAINTS
PROCEDURE**

2019 EDITION

ABOUT

This leaflet is designed to give you more information about the complaints procedure 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
MCINTYRE BUILDING
UNIVERSITY AVENUE
GLASGOW
G12 8QQ

MON - FRI 11.30AM-4PM

0141 330 5360
advice@src.gla.ac.uk



FREQUENTLY ASKED QUESTIONS

CAN I COMPLAIN?

A complaint under the University Complaints Procedure may be defined as 'an expression of dissatisfaction about the standard of service, action or lack of action by or on behalf of the University'. This may include areas such as quality of services, resources, behaviour of staff or students and can cover themes like bullying or harassment. A complaint can be made by anyone who receives, requests or is affected by University services.

It does not cover academic decisions on progress, assessment or award (these types of decision are covered by the appeals procedure). If, however, the complaint concerns the quality of supervision or teaching, which contributed to a failure to achieve a required academic standard, it may be considered under the Complaints Procedure. Talking your situation through with the SRC Advice Centre might be a useful first step.

The time limit for submitting a complaint is normally 6 months from the date you first became aware of the problem. The University may allow a complaint to be submitted outside of this timeframe, where a reasonable explanation for any delay is presented.

Please note that, as separate bodies, GUSRC, the GUU and QMU have their own individual complaints procedures.

HOW CAN I COMPLAIN?

Stage 1 or "frontline resolution" of the University Complaints Procedure requires you to raise the complaint with a member of University staff within the area in which you are making your complaint. It may be helpful to submit the complaint in writing, via email or the University Complaint form, to present your complaint as concisely as possible.

Stage 2 of the complaints process is reserved for potentially more complex complaints that perhaps require investigation or where you are not happy with the outcome from Stage 1.

You can request that your complaint be dealt with under Stage 2 of the procedure by emailing your complaint directly to the University's Complaints Resolution Office at: complaints@glasgow.ac.uk. The University may also automatically upgrade

your complaint from Stage 1 to Stage 2 if they feel it is complex or requires extensive investigation.

WHAT HAPPENS NEXT?

Stage 1 Complaint

This will be investigated by an appropriate member of staff and may include some face to face or email discussion with you. This process should normally be completed within five working days, or quicker if possible. On occasions, a short extension of time may be necessary to increase the possibility of resolving the complaint at the frontline resolution stage. The outcome of your complaint will be communicated to you face to face, by phone, or by email and should address the areas you were complaining about.

Stage 2 Complaint

You will receive an initial acknowledgement within 3 working days. The complaint will then be allocated to an Investigating Officer, and should be resolved within 20 working days. Again, extensions may be granted if the University's Deputy Secretary deems that this is necessary. The Investigating Officer will then meet with the complainant to clarify the complaint and subsequently ask the person(s) against whom the complaint is being made for their response. The outcome of your complaint will then be communicated in writing to both you and the subject of your complaint. The University's response must address all the topics for which the University is responsible and explain the reasons for their decision.

WHAT HAPPENS IF MY 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, although may be taken forward via a referral to other University procedures.

WHAT IF I AM NOT HAPPY WITH THE STAGE 2 OUTCOME?

After the completion of Stage 2 you can request an external review by the Scottish Public Services Ombudsman. The SRC Advice Centre can provide assistance and support with this process.

CAN I COMPLAIN ANONYMOUSLY?

Anonymous complaints will be considered if there is enough information in the complaint to enable the University

to make further enquiries. Where there is insufficient information provided, the University may decide not to pursue it further. By putting your name to a complaint you're enabling the University to come back to you if they need more information or clarification on any aspects of your complaint, which is typically often required. Aside to the complaints process there is also a University facility called 'Report and Support', through which you can report instances of bullying, discrimination, harassment or sexual harassment. The link for Report and Support is shown in the useful links section.

CAN WE SUBMIT A GROUP COMPLAINT?

Yes you can. One lead person should be named who will then represent everyone making the complaint.

HOW CAN THE SRC ASSIST ME?

The SRC Advice Centre can help you source relevant information, assist you with completing and reviewing your Complaint Form and probably most importantly, listen to the arguments you are making within your complaint and give you constructive feedback on these. Our aim is always to make sure that your complaint is as strong, concise and well evidenced as possible.

Please see the 'Guide to Effective Complaining' link in the useful links section for more detailed information on structuring your complaint. We can also accompany you to any meetings that may arise after submitting your complaint, where required. 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.

USEFUL LINKS

SRC ADVICE CENTRE GUIDE TO EFFECTIVE COMPLAINING
www.glasgowstudent.net/advice/academic/complaints

UNIVERSITY COMPLAINTS PROCEDURE
www.gla.ac.uk/connect/complaints

REPORT & SUPPORT
www.gla.ac.uk/myglasgow/students/safetyhealth/reportandsupport

SCOTTISH PUBLIC SERVICES OMBUDSMAN
www.spsa.org.uk