

## **COMPLAINTS PROCEDURE**

We value your feedback and encourage you to make suggestions and comments about our services through the [feedback](#) section of our website, in the comments box in the Student Opportunity Hub, or in person to our Information Advisers on the Help desk.

The following procedure is intended to address formal student complaints and should be used if you wish to claim that:

- the service delivered to you by Student Opportunity is unsatisfactory;
- a member of staff responsible for delivering the service did not act appropriately;
- a Student Opportunity policy is wrong or unfair.

The Student Advice Centre can support and advise you via: [advice@warwicksu.com](mailto:advice@warwicksu.com).

If you are not a student and wish to make a complaint about our services, please follow stages 1 and 2 below. If you are not satisfied after stages 1 and 2 have been completed, please see the University's [Student Feedback and Complaints Resolution](#) webpages.

In applying this policy we aim to promote the University's values and behaviours, including the core value of [freedom of speech](#).

### **The Complaints Procedure**

As set out in the University's [Student Complaints Resolution Pathway](#), there are three stages:

#### **Stage 1: Local Resolution**

Please contact us in person through our Help desk in Senate House, by email at [careers@warwick.ac.uk](mailto:careers@warwick.ac.uk), or by using our [online form](#). If you contact us in person we will ask you to put your complaint in writing

We aim to resolve complaints quickly and effectively. We will acknowledge receipt of your complaint within 5 working days. Your complaint will be investigated by the Head of Operations & Information, who will aim to provide you with a full written response within 20 working days of receiving your complaint. If we need more time or further information to investigate your complaint, we will let you know.

## Stage 2: Formal Departmental Resolution

If you are not satisfied with the response to your complaint from the Head of Operations & Information, you can request that your complaint is considered by the Director of Student Opportunity. You should submit your complaint under [Stage 2](#) of the University's Student Complaints Resolution Procedure, using the online form. You will be asked how you endeavoured to resolve your complaint at Stage 1, what problems still remain, and your suggested resolution to them.

You must submit the Stage 2 online complaints form within 10 working days of receiving the outcome under Stage 1 above. The Director of Student Opportunity will aim to provide you with a full written response within 30 working days of receiving your complaint. If we need more time or further information to investigate your complaint, we will let you know.

## Stage 3: Formal Institutional Review

If one or more aspects of your complaint remain unresolved after the completion of Stage 2 above, you can consider if your case meets the criteria for Stage 3 institutional review and final resolution by the University. For further information about institutional review and the sources of advice available to you, see [Stage 3 of the University's Student Complaints Resolution Procedure](#).

You must submit the Stage 3 online complaints form within 10 working days of receiving the outcome under Stage 2 above.