

STUDENT COMPLAINTS

Please refer to the [Student Complaints Policy](#) for full details about the student complaints procedures.

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How to submit a complaint

1. Check you are using the right procedures

If you are dissatisfied about something the University has or hasn't done, or about the standards of service shown by or on behalf of the University, you may raise it as a complaint.

A complaint is not the same as an academic appeal. If you wish to appeal against a decision about your academic progress, assessment or award, this should be submitted as an Academic Appeal, after you have received your letter from the Progression and Award Board. For more information about Academic Appeals, please see the [Appeals Regulations](#) or the [Academic Appeals Guidance Leaflet](#).

2. Raising concerns

Complaints should usually be raised in the first instance with the member of staff concerned. This is to attempt to resolve the issue informally. We call this 'Early Resolution'.

If you remain dissatisfied with the outcome from the Early Resolution response, you can submit a Formal Complaint.

3. Seeking advice

If you want advice about writing your complaint or about the evidence you might submit with your complaint, you can contact the Winchester Student Union Advice Centre.

Winchester Student Union Advice Centre can be accessed by all current University of Winchester students. They aim to support students to make their own informed choices by offering free, confidential, impartial advice and information, on a range of matters, including preparing and submitting a complaint.

They operate independently from the University of Winchester and specialise in supporting students with academic issues, including complaints and academic appeals. If you would like further support with submitting a complaint, visit

<https://www.winchesterstudents.co.uk/advice> to complete their Advice Enquiry Form and speak with their advisor.



**WINCHESTER STUDENT UNION
ADVICE CENTRE**
Free, independent advice & support
www.winchesterstudents.co.uk/advice



ACADEMIC
ADVICE



WELLBEING
ADVICE



MONEY
ADVICE



HOUSING
ADVICE

4. Submit your Formal Complaint and supporting evidence

Please submit your complaint using the [online form](#). (A link to the form is also included in the Student Complaints Policy).

If you have any documentation you wish to submit to support your complaint, this should be emailed to complain@winchester.ac.uk

If you need any reasonable adjustments to help you submit the online form, due to a disability, learning difficulty or other form of neurodiversity, please email complain@winchester.ac.uk directly and we will get back to you to help you submit a complaint.

Preview of the Online Form

In the online form, you will first be asked to provide personal details (eg name, student number, email address).

There are then a series of yes/no questions, including:

- Have you attempted early resolution to your complaint?
- Is this a group complaint?
- Did the event/issue complained of happen within the last 20 working days or within 10 working days after failure to resolve at Early Resolution?

Depending on whether you answer yes or no, you will be asked for some additional information.

The main question that follows is: 'What is your complaint about?' You should provide as much detail as possible, including specifics such as names, dates and witness details if relevant.

The final question is about what resolution you would like to be considered if the complaint is upheld. This is your opportunity to explain what resolution you think is fair, and will depend on the circumstances described in your complaint. There is no guarantee this will be the resolution offered, but it will be considered by the Investigating Officer.

Once you have submitted your form, you will be given the opportunity to print a copy of your answers as a PDF. You should save this document so you have your own copy of what was submitted.

Explanation of the Complaints Process

1. Acknowledgement of the complaint

Once you have submitted your online complaint form, you will receive an email from complain@winchester.ac.uk to acknowledge receipt of your complaint and to provide you with a copy of the Student Complaint Policy and any additional information that is relevant.

2. Allocation of an Investigating Officer

Your complaint will be allocated to an Investigating Officer. This may be a senior member of staff from the relevant Faculty or Department, or a member of the University's central complaints team. They will be responsible for investigating your complaint and making a decision about whether the complaint is upheld or not.

3. Assisting with the investigation

You may receive requests for additional information from the complaints team or the Investigating Officer, once your complaint has been allocated. Please respond to any emails as quickly as possible so the investigation is not delayed.

4. Time frames

The University aims to respond to Formal Complaints within 20 working days. If for any reason the investigation takes longer than this, you will be kept informed.

5. Outcome

Once the investigation is complete, an outcome letter will be sent to you, explaining if the complaint has been upheld, partially upheld or not upheld, and the reasons for this decision. If the complaint is upheld or partially upheld, you will be offered some kind of resolution or redress.

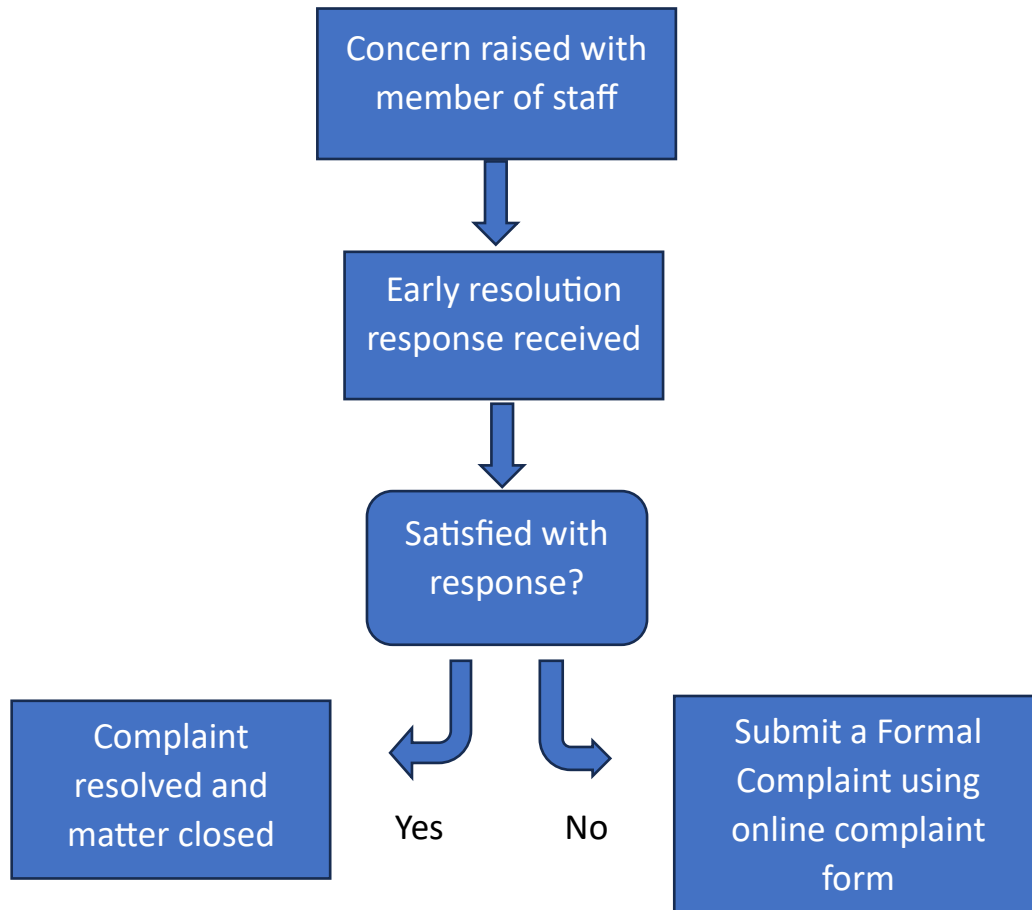
6. Next Steps

If your complaint has been upheld or partially upheld, you may be asked to confirm if you accept the resolution offered within a certain timeframe. Please follow the instructions in the letter to confirm.

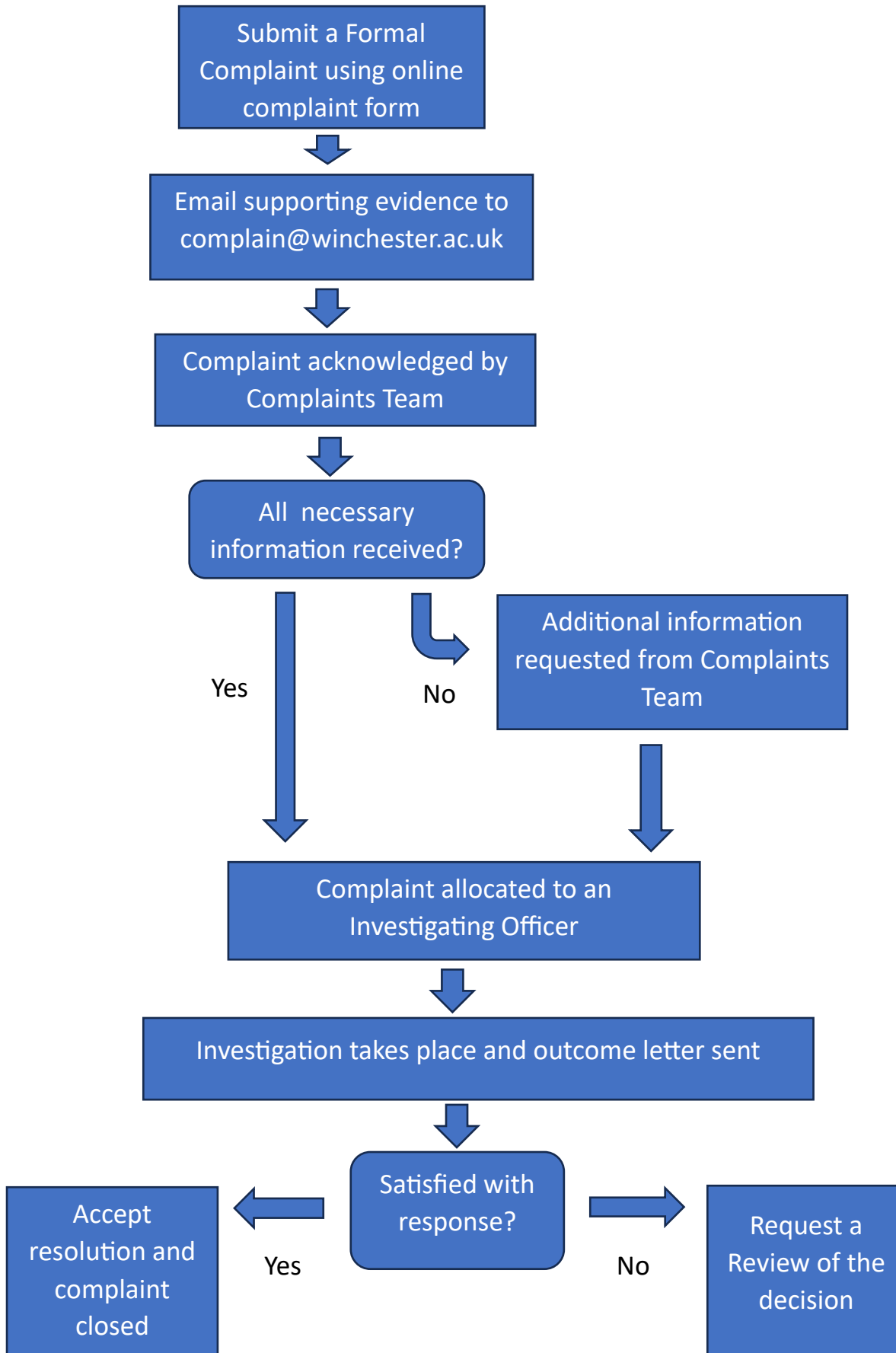
If your complaint has not been upheld, or you are unhappy with the resolution offered, you may request a Review of the decision under certain grounds. Information about how to request a review and the deadline for doing so, will be included in your complaint outcome letter.

COMPLAINTS PROCEDURE FLOWCHARTS:

1) EARLY RESOLUTION



2. FORMAL COMPLAINT



Frequently Asked Questions

Q. Can someone else deal with the complaint on my behalf?

A. You can request for someone, such as a parent or partner, to represent you for the purpose of the complaint. If this is your wish, you will need to email complain@winchester.ac.uk to give consent for the University to correspond with the other person, and to confirm that you understand they will see all information pertaining to the complaint. For more information, please see section 2.2 of the Student Complaints Policy.

Q. Can I have a meeting with the Investigating Officer?

A. Yes, you can request a meeting with the Investigating Officer if you believe there is additional information that is not covered by your written statement (in the complaint form) and supporting documentation.

Q. I don't know what evidence might be useful as supporting documentation. Can someone give me advice?

A. The Winchester Student Union Advice Centre will be able to advise you about what evidence you might submit to support your complaint.

Q. Can I make an anonymous complaint?

A. No. The online form will recognise your University ID, and you are requested to include your name, student number and email address on the form so that the complaints team can contact you.

Q. Can the complaint be investigated without my name being revealed to members of University staff involved?

A. In the majority of cases, it will not be possible to investigate the concerns being raised without the full details of the complaint being shared with relevant colleagues, and this would usually include the name of the complainant. This is because all relevant evidence must be sought from the Faculty/Department in the form of correspondence and other documents, and named members of staff are contacted to respond to claims made about their conduct and practice.

Q. Who will see my complaint form and evidence?

A. When you submit evidence it will be seen by one of the members of the University's complaints team and the Investigating Officer (if this is someone outside of the central complaints team). If the complaint is directed towards individual members of staff, they also have the right to see any evidence that is submitted in support of the complaint so that they can respond to the concerns being raised.

Q. I'm worried about repercussions if I submit a formal complaint (like my marks being lower). Can the University protect me against negative consequences?

A. The University takes this matter very seriously. No one should expect to suffer any disadvantage for making a complaint. Any evidence of reprisals or recriminations should be brought immediately to the attention of the Academic Registrar.

The University also has moderation and External Examining procedures in place to ensure marking is fair and appropriate.