

## University of Liverpool

### Student Complaints Policy and Procedure

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<b>Linked Documents</b>	Appendix A to the Students Complaints Policy and Procedures, Procedure for Student Complaints in the Event of Major Disruption		
<b>Does this replace any previous policies?</b>	N/a		
<b>Consultation</b>	<p>Consultation has taken place with Faculties via the Heads of Education and Student Experience, Deans of Schools/Institutes and Heads of Services, plus the Consumer Law Protection Working Group.</p> <p>Consultation has also taken place with the Guild Advice Service which resulted in a number of changes to the Policy.</p>		
<b>Equality Impact Assessment</b>	The Equality Checklist has been completed and there was no equality impact identified either negative or positive. Therefore this revised Policy does not require an equality impact assessment prior to its introduction.		
<b>Regulatory/ Compliance</b>	This Policy complies with the requirements of the relevant regulatory matters such as consumer protection law, OfS Framework and OIA		

	<p>Good Practice Framework.</p> <p><i>1. Does this Policy/Procedure/Code continue to uphold the <a href="#">OfS Public Interest Governance Principles</a>?</i></p> <p>Yes, the Policy does not restrict in any way, academic freedom or freedom of speech. The Policy is unrelated to student engagement, academic governance, risk management, value for money, the Governing body and fit and proper persons.</p> <p><i>2. How does this Policy/Procedure/Code relate to freedom of speech and academic freedom? (Including, where relevant, how the document upholds this requirement)</i></p> <p>The University has a duty to secure freedom of speech within the law under Section 43 of the Education Act (1986) and to ensure that it meets the requirements of Section 26(1) of the Counter-Terrorism and Security Act 2015 to have due regard to the need to prevent people from being drawn into terrorism. Any complaints received relating to freedom of speech and academic freedom may be dealt with under our Freedom of Speech Policy and not the Student Complaints Policy, but will be done so in line with the above requirements so as not to impede either freedom of speech or academic freedom.</p>
<b>Data Protection</b>	Data Protection Impact Assessment is not required for this Policy. All staff employed to administer this Policy and accompanying procedures should comply fully with all GDPR and Data Protection Act 2018 requirements and obligations.
<b>Communication</b>	<p>Updated web pages which form part of the terms and conditions for students.</p> <p>Update Schools and Departments via Heads of Education and Student Experience.</p> <p>Formal notification to Guild of Students so that Advice Centre can assist students appropriately.</p>

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## 1. Introduction

- a) The University of Liverpool is committed to ensuring that we provide a high-quality educational experience, supported by appropriate academic, administrative and student support services and campus facilities. However, we recognise, that there may be occasions when students will feel dissatisfied and will want to raise a complaint. In this context, a complaint is defined as an expression of dissatisfaction either about the programmes, courses, facilities or services provided by the University or about actions, lack of actions or omissions by the University or its staff.
- b) The purpose of the Student Complaints Policy and Procedure is to clarify how students may raise a complaint and how it will be addressed. It should be recognised, that many issues which may cause concern to students can be handled fairly and amicably and be resolved to the satisfaction of all concerned on a relatively informal basis at a local level. The University welcomes the opportunity to correct mistakes when students are dissatisfied with a particular service or other aspect of University provision.
- c) There are three stages within the Complaints Procedure; Early Resolution, Formal Complaint and Review. This allows a student to escalate their complaint should they consider that it has not, or cannot, be resolved informally. Where a complaint is upheld, we will seek to put things right for a student where possible. If a complaint is not upheld, we will give reasons for the decision.
- d) Other University policies and procedures which are connected to the Student Complaints Policy and Procedure are set out below:
  - Student Charter – available in the [Your University Handbooks](#)
  - [Bullying and Harassment Policy](#)
- e) There may be other documents, defined as part of an institutional collaborative partnership agreement, which describe separate complaints procedures under a specific partnership; these shall be drawn to the attention of students as appropriate.
- f) Advice about the Student Complaints Policy and Procedure may be obtained from School Student Support Offices (or their equivalent at partner institutions) or the Student Conduct, Complaints and Compliance Team ([actadmin@liverpool.ac.uk](mailto:actadmin@liverpool.ac.uk)).

- g) We encourage students to seek advice from the Guild of Students Advice Centre. This service offers confidential support and can advise on the process for raising a complaint ([guildadvice@liv.ac.uk](mailto:guildadvice@liv.ac.uk)).
- h) The Wellbeing Advice and Guidance Team provides confidential, non-judgemental one-to-one support, information, advice and guidance to students. Students are encouraged to get in touch for advice on anything that is worrying them at any time during their studies ([advice@liverpool.ac.uk](mailto:advice@liverpool.ac.uk)).
- i) Whilst the University will always try and maintain the timescales detailed for each stage, there may be times when a longer period is required. The reason for this may include:
- Periods when the University is closed (e.g. Bank Holidays and the Christmas/New Year period);
  - Periods when key staff are absent from the University due to work commitments, scheduled or unscheduled leave, sickness or other good reason;
  - Particularly complex issues;
  - Issues which are related to other on-going procedures which may need to be completed before the issues can be fully addressed (e.g. disciplinary matters, legal proceedings).
- j) The University makes provision for a number of other channels through which students may wish to raise issues of a general nature. These include:
- Those set out in the [University's Code of Practice on Student Representation](#), including Staff-Student Liaison Committees;
  - [Voice](#), the University's Student Feedback site;
  - [Liverpool Guild of Students](#) representatives on University committees;
  - The [Annual Progress Report](#) for postgraduate research students;
  - Online Student Forums.

## 2. Key Principles in Dealing with Student Complaints

The key principles underpinning this Policy and Procedure, which are based on principles of natural justice, are that:

- a) The University will act fairly and reasonably in all circumstances;
- b) The University will follow its own procedures in all circumstances;
- c) Decisions will be taken on the balance of probabilities;
- d) Complainants will not suffer any disadvantage or recrimination as the result of making a complaint in good faith.

### 3. Authority for Action

- a) The Senate will oversee the right of students to raise a complaint. Any changes to this Policy and Procedure shall be approved by the Senate and the Council following consultation with relevant members of the University and the Liverpool Guild of Students.
- b) At each stage of the Procedure, the person to whom a complaint has been referred shall, if it is upheld, apply an appropriate remedy that is within their remit. If they consider that the remedy is outside their remit, they shall refer the matter to the appropriate Person, Committee or Board.

### 4. Scope of Policy

- a) The following may raise a complaint under this Policy:
  - (i) Any students studying on any campus of the University, including students who have arrived on campus to embark on their programme but who have not yet completed formal registration processes. The term 'student' includes apprentices on degree apprentice programmes.
  - (ii) Persons who have previously been registered as students of the University of Liverpool, provided that the issue or concern or complaint is raised with the University **normally no later than three months** after the date on which the student left the University or **normally not more than three months** after the date on which the student received an award of the University (whichever is the later).
  - (iii) Students studying for a University of Liverpool award who spend any time off campus (such as on a placement or year abroad/in industry or undertaking off-site research), where the issue of concern or complaint relates to matters within the control of the University of Liverpool.

For the purpose of this Policy and Procedure, all of the above shall be deemed to be covered by the use of the term 'student' even where they are no longer a registered student of the University of Liverpool. Where a complaint is made by a third party on behalf of a student, the use of the term 'student' in this Policy and Procedure shall also be deemed to apply to the person making the complaint.

- b) The arrangement for consideration of complaints raised by students who are, or have been studying for a single University of Liverpool award or a joint or

dual award of the University with one or more institutional partners, under a specific collaborative agreement, will be made explicit in that agreement and students will be informed of these arrangements when they register.

This includes those students who are, or have been studying for a University of Liverpool award or module wholly online, including those studying under our partnership arrangements with Kaplan Open Learning. For students who are studying under such collaborative agreements, the scope of this Policy and Procedure shall normally be limited to issues over which the University of Liverpool has jurisdiction and, in those circumstances, only where the student has exhausted any relevant Complaints Procedure operated by the University's institutional partner; in these circumstances, the complaint to the University shall normally be considered under the Review Stage of this Complaints Procedure only.

- c) Anonymous complaints will not normally be dealt with under this Procedure. However, if there is good reason why a complaint is anonymous, we may investigate but this may limit both the investigation and also how we can respond to and support students. If a member of staff receives an anonymous complaint, they will be expected to seek advice from their line manager as to how the complaint should be dealt with.
- d) The University expects that a complaint will normally be made by the student concerned. Where the student wishes a third party (e.g. family member) to make the complaint on their behalf, they must provide the University with written permission to correspond with that third party to ensure that the University is not in breach of its duties and responsibilities under the Data Protection Act. In providing permission for the University to correspond with a third party, the student shall accept that this may include disclosure to the third party of relevant information about their academic standing, conduct and behaviour, issues of health or disability or other personal circumstances, level of engagement with University statutes, ordinances, regulations, policies, procedures and services and any other personal information about them which the University deems pertinent to the issues of their complaint. Any response to a complaint made on behalf of a student by a third party shall be provided to both the third party and the student. Where a complaint is made by a third party on behalf of the student, the complaint must still be made in accordance with the Procedure set out below.
- e) The following matters are **not** covered by the Student Complaints Policy and Procedure:
  - (i) Appeals against credit-bearing academic assessments relating to taught programmes of study; see [Assessment Appeals Procedure](#);

- (ii) Appeals against assessments relating to postgraduate research awards; see [Research Degree Appeals Procedure](#);
- (iii) Appeals against decisions taken by a Board of Examiners or other applicable Boards or Panels, that a student's studies should be terminated because of unsatisfactory progress or other substantial reason; see [Guide on the Progress of Students on Taught Programmes of Study](#);
- (iv) Appeals against findings of a [Fitness to Practise Panel](#);
- (v) Appeals against findings under the [Policy and Procedures to Determine a Student's Fitness to Continue in Study and Engage in Student Experience](#);
- (vi) Complaints relating to the [Guild of Students](#);
- (vii) Complaints relating to provision of services wholly within the remit of a collaborative partner or to the actions or lack of action of staff employed by a collaborative partner except where these relate to academic matters which fall within the remit of the University of Liverpool. In these cases, students should refer to the complaints Policy of the relevant collaborative partner;
- (viii) [Complaints relating to Admissions](#);
- (ix) Complaints made by students against students - see [Student Conduct Policy](#);
- (x) Complaints made by staff against students - see Student Conduct Policy.

## 5. Rights, Entitlements and Responsibilities

- a) Under this Policy and in line with the Student Charter and other University policies, the University acknowledges the rights of students and sets out expectations of how students will interact with the Complaints Procedure as follows:
  - (i) Students will be treated fairly and consistently within the Procedure under this Policy and will not suffer any disadvantage or recrimination as the result of making a complaint in good faith;



- (ii) Students are expected not to make a vexatious complaint or for a complaint to be made frivolously or with malice. Where a complaint is adjudged to be vexatious, made frivolously, or with malice, disciplinary action may be taken against the complainant under the Student Conduct Policy;
- (iii) The University understands that students who are dissatisfied may be experiencing frustration or stress but considers that students are expected to engage with the Procedure in a polite, courteous and prompt manner and expect this to be reciprocated by those handling their complaint. The University may request that a student revises and resubmits a communication under the Procedure where the tone or language used is deemed inappropriate;
- (iv) Students are expected to submit complaints within the timescales indicated. However, the University may exercise its discretion to extend the timescale where there is good reason, supported by evidence, when a student has not been able to submit a complaint within the timescale or where there is a need for the University to make reasonable adjustments to the timescales to meet its obligations under the Equality Act;
- (v) Students are expected to be reasonable and realistic in any request for remedy or redress;
- (vi) Students may expect to receive responses to complaints within the timescales indicated within the Procedure or else to be informed of any reasons why this is not possible, with an indication of the proposed amended timescale for response;
- (vii) Students are expected to provide, at the time of submission of their complaint, all relevant documentation or other evidence and details of all issues which they wish to be taken into consideration. However, complaints will not be rejected solely on the grounds of minor procedural deficiencies on the part of the student;
- (viii) Students may expect complaints to be dealt with confidentially and that their privacy will be respected. However, it may be necessary to disclose information to others in order to deal with the complaint and in these circumstances the parties concerned will be informed of such disclosure;
- (ix) Where a student is invited to attend an in person/online meeting, they shall be entitled to be accompanied in accordance with provision set

out within this Procedure;

- (x) Where a complaint is found to be upheld, students may expect the University to take such action or provide such remedy as may be appropriate and to do so promptly;
  - (xi) Where a complaint is found not to be upheld, students may expect to be informed in writing of the reasons for that decision and to be informed of any further rights to request a Review of the decision.
- b) Under this Policy, the University acknowledges the rights of staff and sets out expectations of how staff will interact with the Complaints Procedure as follows:
- (i) Staff are expected to engage with the Procedure in a polite, courteous and prompt manner and may expect this to be reciprocated by the students making the complaint and by colleagues investigating the complaint;
  - (ii) Staff may expect complaints made about them by students to be dealt with confidentially and that their privacy will be respected. However, it may be necessary to disclose information to others in order to deal with the complaint and/or to take appropriate actions in relation to the outcome of the complaint and in these circumstances the parties concerned will be informed of such disclosure;
  - (iii) Where staff are invited to attend a in person/online meeting as part of a complaint investigation, they shall be entitled to be accompanied in accordance with provision set out within this Procedure.

## 6. Early Resolution

- (a) The majority of complaints can be resolved within the area in which a student has a concern at a very early stage. This could mean an on-the-spot apology and explanation if something has clearly gone wrong, or immediate action to resolve the problem. If the issue relates to an individual, the student should, if possible, first raise their concern either verbally or in writing with that individual or their line manager, stating what their concern is and the remedy they are seeking.
- (b) If the issue relates to programmes, courses, facilities or services provided by the University, the student should raise the complaint with the person who has responsibility for the area concerned, again stating the remedy being sought. For postgraduate research students, issues relating to their

supervision may be raised with their Departmental or School/Institute Director of Postgraduate Research if the issue cannot be raised with their supervisory team.

- (c) The raising of any issue must normally be done **within one month** of the actions (or lack of actions) which prompted the complaint. Issues shall not normally be considered if they relate to actions (or lack of actions) **more than three months** before the date that the issue is first raised.
- (d) The person with whom the issue has been raised shall respond to the student, normally **within 10 working days**. It is anticipated, however, that there may be occasions when it is not feasible to meet this deadline, as described in section 1(i) above.
- (e) If it proves impossible to respond within 10 working days, the student shall be informed of the timescale for a response.
- (f) If the person with whom an issue has been raised does not consider that any action is required, they must provide an explanation for this.
- (g) If the person with whom an issue has been raised considers action is required, they must communicate to the student what action has been taken.
- (h) It is envisaged that this Early Resolution is for low level concerns and would not require an investigation. If a complaint requires an investigation it shall be escalated to the formal stage below.

## 7. Formal Complaint

- (a) If a student is dissatisfied with the response they receive from Early Resolution, or if they feel unable to approach a person directly against whom they have a complaint, or they feel the complaint is serious enough to not be able to be resolved informally, they should submit a formal complaint as follows:
  - For students on taught programmes of study, complaints relating to an academic matter should be submitted to the relevant Dean of School/Institute or their equivalent, via the relevant School/Institute Manager (School Support Offices can advise to whom such a complaint should be submitted or their equivalent at partner institutions).
  - For students on research programmes of study, complaints relating to an academic matter should be submitted to the relevant Faculty Director of Postgraduate Research.

- Complaints about a Dean of School/Institute should be made to the Executive Pro-Vice-Chancellor for the appropriate Faculty, via the relevant Faculty Head of Education and Student Experience.
  - Complaints related to a service should be submitted to the relevant Head of the service.
- b) Details of post holders are provided in the [Annual Annexe to the Student Charter](#). If the student is unsure whom to approach at this stage, they may seek advice from their School Support Office (or their equivalent at partner institutions), the Student Conduct, Complaints and Compliance Team (email [actadmin@liverpool.ac.uk](mailto:actadmin@liverpool.ac.uk)) or from the Advice Service of the Liverpool Guild of Students (email [guildadvice@liverpool.ac.uk](mailto:guildadvice@liverpool.ac.uk)).

The complaint should be submitted in writing and should include:

- the completed [pro-forma](#)
  - the nature of the complaint
  - the Early Resolution steps already taken (if any) and a statement detailing why the student remains dissatisfied
  - details of the response received
  - and, without prejudice to any formal remedy which might be determined, the remedy they are seeking.
- c) Where a complaint is made by a group of students, one student should be clearly nominated as the main point of contact for those handling the complaint. Findings and decisions should, however, be provided to each member of the group of students.
- d) Where a complaint is submitted without the pro-forma being completed or not completed in full, the University reserves the right not to consider the complaint until the pro-forma has been properly completed and submitted.
- e) Students are expected to provide at the time of submission of their formal complaint, all relevant documentation or other evidence and details of all issues which they wish to be taken into consideration. Where this is not possible for good reason, students are expected to indicate what documentation or evidence is to follow. The person receiving the complaint ('the investigator') shall be entitled to impose a reasonable deadline by which this further information should be provided by the student. This deadline shall not normally be more than **one month** after the submission of the complaint and may be less. The timeline for consideration of the complaint will be halted whilst the provision of further information is anticipated. Unless there proves to be good reason why the student cannot then meet that deadline, the

investigator may then proceed to consider the complaint once that deadline has passed, even if the further information has not been provided.

- f) Where, unsolicited, a student provides additional documentation or evidence after consideration of a complaint has commenced, the investigator shall determine whether there is sufficient time within the timescale set for their response to the complaint in which to consider this additional information and, if not, shall inform the student of any necessary and reasonable adjustment to the deadline for their response.
- g) Timescales for the University's responses to complaints, as set out in the stages below, are those to which the University expects normally to be able to adhere. It is anticipated, however, that there may be occasions when it is not feasible for a full and thorough investigation to be carried out within those normal timescales and when a longer period of time is therefore required as detailed in section 1(i) above. Where it is apparent that the stated deadlines cannot be met, the student will be informed at the earliest opportunity at which an indication of the revised deadline for response and the reasons for the delay will normally be given.
- h) If a student has raised a complaint under Early Resolution and remains dissatisfied, they should submit a formal complaint within **one month** of receiving a response under Early Resolution, except where a fair and reasonable extended deadline has been agreed by both parties. The University reserves the right to refuse an extended deadline and complaints shall not normally be considered if they relate to actions (or lack of actions) more than three months before the date that the issue is first raised.
- f) If a student is raising a formal complaint without attempting Early Resolution, the raising of any issue must normally be done **within one month** of the actions (or lack of actions) which prompted the complaint. Issues shall not normally be considered if they relate to actions (or lack of actions) **more than three months** before the date that the issue is first raised.
- i) In some circumstances (e.g. as part of an appeal under the Assessment Appeals Procedure), issues of complaint raised by a student may be referred directly to the Formal Complaint Stage. Where this is the case, the student shall be informed that issues are being handled under the Student Complaints Procedure and, where necessary, other procedures may be put on hold pending the outcome of consideration of the complaint. The student will normally be asked to complete the pro-forma and provide other relevant documentation in accordance with section 10(a) above.

- j) An acknowledgment of receipt of a Formal Complaint will normally be made to the student **within five working days** and shall include the deadline by which the student can expect to receive the written response to their complaint.
- k) The Dean of the School/Institute or line manager for the service shall investigate the complaint or appoint a member of their staff to investigate the complaint on their behalf ('the investigator') and shall submit a written response to the student normally within **25 working days** of the receipt of the complaint within the School/Institute/service. If it should prove impossible to respond fully within 25 working days, the student shall be informed in writing of the revised timescale. The investigator shall have no material interest in the complaint and shall have had no substantive involvement with any previous consideration of the complaint.
- l) The investigator shall normally either offer the student the opportunity to attend an in person/online meeting or hold a conversation with the student by telephone/online. If the student is offered an opportunity to attend an in person/online meeting, they have the right to decline or to request instead a discussion by telephone or through other means of communication. The investigator may also meet with the person against whom a complaint has been made (in which case the person is expected to make themselves available). If such meetings are held, the student and the person against whom a complaint has been made shall both be entitled to be accompanied by a friend or colleague or other member of the University.
- m) Where the investigator believes that there is additional information which the student has not provided which is pertinent to the consideration of the complaint and which cannot readily be gathered from other sources, they may request that the student submits it and set a reasonable deadline (normally no more than **10 working days**) for its submission. The timeline for consideration of the complaint will be halted whilst the provision of that further information is anticipated. Unless there proves to be good reason why the student cannot then meet that deadline, the investigator may then proceed to consider the complaint once that deadline has passed, even if the further information has not been provided.
- n) If the complaint is upheld, the reasons for this decision, any action taken or to be taken and any recommendations to be considered must be stated in writing to the student and to any person against whom a complaint has been made.
- o) If the complaint is not upheld, the reasons for this decision must be stated in writing to the student and to any person against whom a complaint has been

made.

- p) The University will consider that the student accepts the outcome of the formal complaint at the Formal Complaint stage unless the student escalates the complaint to the Review Stage of this Procedure within 10 working days of the date on which the written response is sent to the student.

## 8. Review

- a) If a student is dissatisfied with the outcome of a Formal Complaint (including those students at partner institutions), they shall be entitled to request a Review of the outcome under the Review Stage of this Procedure, provided the request is made within 10 working days after the formal response has been received and they meet the criteria to request a Review.
- b) The Review will not normally consider additional issues or involve further investigation.
- c) The grounds under which a Review can be requested are:
- (i) there was a procedural irregularity in the investigation, which was material or potentially material to the decision reached;
  - (ii) the decision was unreasonable (student must identify which aspects of the decision were unreasonable and explain why);
  - (iii) there is new evidence available, which materially impacts on the outcome and which, for valid reasons, could not have been submitted at an earlier stage.
- d) The University will not normally conduct a Review of a decision taken under the Formal Stage if it is not submitted within the correct timeframe. Any case for consideration of a Review of the Formal Stage after those deadlines have passed must be made in writing to the Director of Student Experience and Enhancement and shall include the reason for the delay in submission, together with any documentary evidence in support of that reason.
- e) A request to Review the outcome of a Formal Complaint should be submitted in writing to the Director of Student Experience and Enhancement and should include:
- the completed Review [pro-forma](#);
  - the grounds under which they are requesting a Review;
  - the nature of the complaint;

- all correspondence received by or provided by the student under either the Early Resolution and/or Formal Stage of this Procedure, including the University's written response to the complaint;
- a statement as to why the student remains dissatisfied;
- and, without prejudice to any formal remedy which might be determined, the remedy they are seeking.

The student should provide with the complaint all relevant documentation or other evidence which they wish to be taken into consideration. A student whose complaint has previously been considered under the Formal Stage is not expected to raise at the Review Stage any additional issues not previously raised, except where the issues relate to the procedural conduct of the Formal complaint consideration.

Where the Director of Student Experience and Enhancement considers that the new issues have been raised, they shall consider whether they can be investigated appropriately within the timescale for consideration of the Review or whether the student should be asked to raise them as a separate complaint under the Formal Stage.

- f) An acknowledgment of receipt of a request for a Review will normally be made to the student **within five working days** and shall include the deadline by which the student can expect to receive confirmation if they have met the grounds for a Review and if applicable when they will receive a written response with the outcome of the Review. This will normally be communicated to the student within 10 working days.
- g) The Director of Student Experience and Enhancement shall appoint a person or persons within the University ('the Reviewer') who has no material interest in the complaint and who has had no substantive involvement with any previous consideration of the complaint. The Reviewer shall normally seek to resolve the issue on the basis of consideration of the documentation provided by the student and such additional evidence as the Reviewer may consider it necessary to gather. Where the Reviewer gathers verbal responses from any person within or outside of the University, a written record of those responses shall be made. The Reviewer will not normally correspond with or meet with the student during the course of their Review. The exception to this is where it is necessary to correspond to set deadlines for receipt of additional information
- h) Upon completion of the Review, the Reviewer shall make a written report to the Director of Student Experience and Enhancement stating their findings in relation to whether or not the complaint is upheld in whole, in part or not



upheld and will make recommendations if appropriate. The Director of Student Experience and Enhancement shall determine what action, if any, shall be taken and shall communicate this in writing to the student and all other relevant parties normally **within 30 working days** of the date of confirming the grounds for a Review of a formal complaint had been met. This communication shall include a Completion of Procedures statement.

- i) Following consideration of a complaint under both the Formal and Review Stage, there shall be no further right of appeal or complaint within the University as to the merits of the case or the findings of any investigation.

## 9. External Review

- (a) This Procedure represents the University's internal procedure for the handling of student complaints. A student who completes the Review Stage of the Procedure will be automatically issued with a Completion of Procedures letter setting out their right to request a Review of their case by the Office of the Independent Adjudicator for Higher Education (OIA; <http://www.oiahe.org.uk>) should they remain dissatisfied with the outcome of this internal Procedure.
- (b) A student who completes the Review Stage of the Procedure following a complaint about debt advice or debt counselling provided by the University will be informed of their right to request a Review of their case by the Financial Ombudsman Service (<http://www.financial-ombudsman.org.uk/>) should they remain dissatisfied with the outcome of this internal Procedure.

## 10. Reporting and Recording of Complaints

- (a) Where a complaint is upheld and action is required, a record of the action taken shall be kept with the complaint documentation. Where recommendations for changes to policies or procedures are made as the result of a complaint, a record of consideration of those recommendations and any action taken shall be kept with the complaint documentation. Heads of Schools, Institutes and Professional Services will monitor complaints which have been referred to them and will be responsible for implementing, or recommending to the appropriate authority, changes to systems or procedures suggested by the nature and pattern of the complaints received. The outcome of such monitoring may also be used to inform other processes or activities.
- (b) All complaints considered under the Formal and Review Stages of the Procedure, should be recorded and reported annually to the Student Conduct, Complaints and Compliance Team.

- (c) An annual summary report on complaints considered under both the Formal and Review Stages of the Procedure shall be made to the Senate and the Council and any other appropriate committee and to the Liverpool Guild of Students. The Senate and Council shall from time to time consider, in the light of such reports, whether changes to the University's systems and to the Student Complaints Policy and Procedure itself would be appropriate.
- (d) All records of complaints considered under the Formal and Review Stages of the Procedure should be retained for a period of six years beyond the date the student leaves the University.

## **11. Periods of Major Disruption**

In the case of any major disruption affecting large numbers of students, an [amended complaints procedure](#) may be brought into use.

## **12. Feedback**

It is important the University gains feedback on how students feel their complaint has been handled and what their overall experience has been. This is to ensure we can identify areas for improvement and also recognise best practice. In outcome letters at the Formal and Review Stage, students will be provided with a link to complete a feedback form should they wish to. We would encourage anyone who has been through the complaints process to submit their feedback.

**STUDENT COMPLAINTS PROCEDURE**

