

making a non-academic complaint

How to complain about non-academic UEA services

Complaints procedure

Any student has the right to submit a complaint about the University. Different procedures apply to academic and non-academic matters. This information guide explains how to make a complaint about any non-academic service. This could include complaints about: catering, car parking, accommodation, non-academic staff, library services, learning support services, well-being services, other students' behaviour and university security. For information about making an academic complaint (for example about course related matters) see <https://www.uea.su/advice-housing/academicadvice/>

Informal Resolution

The complaints procedure encourages you to try to resolve your complaint informally before beginning the formal procedure. This can be done by approaching the person(s) most directly involved; for example, the Accommodation Office, Security, your Academic Adviser or supervisor, or your Learning Enhancement Tutor. If you are not sure who to contact to try to resolve your complaint informally, or do not feel comfortable making an approach directly, talk to advice(su) or contact Student Support Services to raise the matter. Trying to resolve your complaint informally will not prejudice your case if you choose to use the formal procedure later.

The formal procedure - stage 1

If you have not been able to resolve your complaint informally, or you do not feel comfortable approaching those most directly involved, you can start the formal procedure. You should do this within 20 working days of hearing the outcome of your attempt to resolve the problem informally. This can be by email, in a meeting or via a letter or phone call.

If you cannot submit a form within the time limit for a good reason, you can still complain but you should explain why you need more time. You can contact Student Support Services to do this. Your complaint will be considered if your reason for being late is accepted.

To start a formal complaint, complete a complaints form using the link at <https://portal.uea.ac.uk/student-support-service/policies/non-academic-complaints-intro>

The form asks you to give details of your complaint and how you would like it resolved. You should send in any evidence you have to support your complaint with your form. The form, and any evidence submitted cannot be anonymous.

When you have completed the form you then submit it online. Your complaint should be considered by a Non Academic Complaints Panel (NACP) within 20 working days of submission. You should be told the NACP's decision within 10

working days of the meeting your complaint was considered at.

If you consider that the correct procedure was not followed at Stage One, you can make a Stage Two complaint. This includes a situation where you believe that the NACP did not fully and properly consider the evidence.

Stage 2

Any stage 2 complaint must be made within 15 working days of receiving notification of the Stage 1 decision. You will need to complete and submit a Stage 2 Complaints form which can be downloaded from <https://portal.uea.ac.uk/learning-and-teaching/students/forms>

You should include all supporting evidence with the form and your reasons for pursuing the complaint further.

Your complaint, together with all the evidence you have submitted, and your reasons for pursuing the complaint to a Stage 2 will be considered by a Stage 2 NACP. If they accept that your Stage 1 complaint wasn't properly considered, they will reconsider the initial complaint and the evidence again and decide whether or not to accept it. You should be notified of the decision within 20 working days.

If your Stage 2 Complaint is rejected the decision is final and there is no further right to complain within the University.

If you are still unhappy

If you are unhappy with the outcome of your Stage 2 complaint, the Office of the Independent Adjudicator for Higher Education (OIA) may be able to consider your case. Details can be found on their website: www.oiahe.org.uk

The full non-academic complaints procedure can be found at <https://portal.uea.ac.uk/documents/6207125/7465906/Section+3+Non-Academic+Complaints+Procedure.pdf>

Remember that advice(su) can offer guidance at every stage of the complaints procedure. Don't hesitate to drop in.