

## **Students' Union Student Advice Centre - Complaints Procedure**

The Student Advice Centre is committed to providing a high-quality service to users.

If we fail to do this, we would like to know about it. This can help us to deal with the specific problem and try to ensure that it does not happen again.

Feedback is welcome and can be given directly to a member of Student Advice Centre staff, or via our Service Users Survey.

If you are unhappy with some aspect of our service and wish to make a complaint, please use the following procedure.

### **Initial discussion**

If your complaint relates to a member of staff, you may wish to discuss your complaint with the person concerned first. You can ask to book an appointment to do this, so you can speak with them in person or on the 'phone, or you can contact them by email. Please ask one of our front desk team for more information. Hopefully the matter can be resolved quickly.

If your complaint is not resolved with the member of staff or you do not feel it is appropriate to speak to them directly, you can ask to speak to the Advice Service Manager who will endeavour to resolve the situation to your satisfaction.

If your complaint relates to an aspect of our service delivery but not to a specific member of staff, please ask to speak to the Advice Service Manager, who will endeavour to resolve the matter and / or provide further information relating to the query or complaint you've raised.

In either case, if you remain unsatisfied - or if you feel that your complaint requires a more structured approach - you can explain that you wish your complaint to be dealt with under the informal complaints procedure below. At this stage, the Advice Service Manager will record the complaint and what has been discussed so far.

### **Informal complaints**

You can ask to speak to the Advice Service Manager to discuss your issue as an 'informal complaint'. This can be done in person, by telephone, or by email, and a record of the conversation will be kept. If you have already discussed the issue with the Advice Service Manager and you are not happy with the outcome (or if your complaint relates to the Advice Service Manager) you will be offered the option of discussing the issues with the Director of Services (see the section below on confidentiality and data protection [GDPR]).

In all cases, you will receive an initial response acknowledging receipt of your complaint within 5 working days of the complaint being received. In this response, you will be given an estimate of the time it will take to provide a full response. All complaints will be recorded and kept on file.

All complaints will be treated confidentially (though please see the section below about confidentiality and data protection), and a student (whether a service user or otherwise) will not be disadvantaged in terms of their access to the service by choosing to make a complaint. You may be accompanied and supported by a friend or family member at any stage of the procedure.

### **Formal complaints**

If you are not satisfied with the outcome of the informal complaints process, or you do not feel that process is appropriate, you can make a formal complaint to the Senior Management of Hallam Students' Union.

You can appeal the outcome of your complaint if you are unhappy; this will be reviewed by the Chair of Hallam Students' Union's Trustee Board, and their decision is final.

The Formal Complaints procedure is available within the Articles of Governance on the Students' Union's website: <https://www.hallamstudentsunion.com/union/governance/> or you can ask a member of staff for a copy.

### **Confidentiality and Data Protection (GDPR)**

If you wish to take your complaint to the Director of Services, or you submit a formal complaint to the Students' Union, the Advice Service may be required to provide a copy of your case file and / or an outline of your case, in order to assist with investigating and resolving your complaint. Therefore, in these instances, the Advice Service Manager will accept your submission of a complaint via one of these routes as being confirmation that you give permission for your case details to be shared in this way. Details will only be shared on a 'need to know' basis.

Any records relating to the handling of your complaint to date will also be provided.

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