

# Student Complaints Procedure

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YORK  
ST JOHN  
UNIVERSITY

York St John University is committed to giving its students the best learning experience it can. It prides itself on being a responsive and supportive organisation and in listening to its students. We recognise that sometimes you may encounter problems. The procedure below explains how to submit a complaint and what will happen if you do.

## 1 Introduction

- 1.1 This procedure applies if you are a student and wish to make a complaint about an aspect of your University experience. It does not apply to appeals against a decision by the Progress and Award Examination Panel, for example relating to your academic award or progression on your programme: these matters are covered by the *Appeals* procedure. If you submit a complaint that the University believes would be more appropriately dealt with as an appeal, it may decide to follow the [Appeals procedure](#) instead of or as well as the complaint procedure.
- 1.2 Complaints may include (but are not limited to):
  - a) Concerns that the University has failed to meet its contractual or other legal obligations to you.
  - b) Dissatisfaction with University academic provision or your student experience (for example, relating to teaching or research supervision, provision of feedback and return of assessed work).
  - c) Concerns that the University failed to make reasonable adjustments in the case of a disability.
  - d) Concerns that the University did not meet its obligations to you under the Dignity and Respect Policy.
- 1.3 The University welcomes your feedback. There are a number of ways to contribute your views constructively, including through your programme representatives, the Students' Union, and through student evaluation surveys. If something has gone wrong, we recommend first raising your concern at the place where it arose to try to put things right. The following *Complaints* procedure applies when it has not been possible to resolve matters through these means.
- 1.4 You may make a complaint if you are a current student at York St John University.<sup>1</sup> You can also make a complaint if you have withdrawn or graduated from the University provided the complaint fits within the time-frame set out in section 7 below.
- 1.5 Complaints relating to services provided by [Collaborative Partners](#) should follow their complaints procedures. If you are still unhappy with the outcome after completing the Collaborative Partner's procedures, you may ask to have the matter reviewed under the YSJU procedure. In these circumstances, the appropriate form should be sent to the Student Casework Manager ([casework@yorksj.ac.uk](mailto:casework@yorksj.ac.uk)) **within 10 days** of the final decision of the Collaborative Partner.
- 1.6 If you want to complain about the service of another organisation provided on behalf of the University (e.g. catering services), you are advised to contact that organisation directly, as they will normally be best placed to investigate and remedy any problems. Where the University engages the services of other organisations, it requires that organisation to have appropriate complaints procedures in place.
- 1.7 Where you believe that a problem with the service provided by another organisation (e.g. a placement provider) has impacted on your learning experience, you may complain directly to the University.

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<sup>1</sup> This procedure applies to you if you are undertaking a University of Leeds (UoL) research degree at YSJU. A copy of your complaint and the YSJU report will be shared with the appropriate staff at UoL. If you remain unhappy with YSJU's final response to your complaint, you may ask the UoL to review the matter. It is only after this point that you will be sent a 'Completion of procedures' letter, as set out in the final paragraph below. You can find further guidance in [RES01 - Research Student Handbook](#) and [RES04 - Postgraduate Research Student Protocol](#).

- 1.8 If you have a complaint against the Students' Union, you should raise it directly through the Students' Union own complaint procedures. If you have completed this procedure and you are still unhappy with the outcome, you should send your complaint and a copy of the Students' Union outcome letter to [casework@yorksj.ac.uk](mailto:casework@yorksj.ac.uk) for review **within 10 days** of the final decision.
- 1.9 Anonymous complaints cannot usually be dealt with by this procedure, as anonymity makes it harder to investigate fully, to allow a fair right of reply to any person complained about, and to provide appropriate resolution where a complaint is found to have substance. Exceptionally, an anonymous complaint may be considered where a complainant demonstrates a compelling case, supported by evidence, for the matter to be investigated. This decision will be made by the University Complaints Officer.
- 1.10 In making a complaint, you must state clearly what resolution you are seeking.
- 1.11 The University Complaints Officer is the University Secretary. The powers of the University Complaints Officer as indicated may be delegated to another appropriate person.

## 2 Principles

- 2.1 The complaints procedure shall be implemented with due regard to the need to eliminate unlawful discrimination, harassment and victimisation, advance equality of opportunity and foster good relations.
- 2.2 The University is committed to providing an exceptional student experience. We believe that dealing with small problems or areas of concern as they arise will often prevent them becoming larger problems which are harder to resolve. You are therefore encouraged to raise any issues of dissatisfaction at an early stage, so that they can be dealt with effectively.
- 2.3 In seeking to resolve a complaint, the University is committed to ensuring:
  - a) University procedures are available and accessible.
  - b) The relevant staff members are as far as possible accessible and approachable if you wish to raise concerns.
  - c) You will not be treated less favourably by the University as a consequence of making a complaint in good faith.
  - d) Issues are considered and outcomes reported to you (and to others as appropriate) in a timely and effective manner. Indicative timescales for the University's response are provided below. The University will do its best to abide by the time limits set out in these procedures, but it may not always be possible to do so. The University aims to complete all the steps described in this procedure **within 90 calendar days** from the time you have submitted the full complaint, including your supporting evidence.
  - e) As a general principle, issues are resolved as closely as possible to the point of occurrence, but with provision for formal procedures where necessary.
  - f) The details of your complaint are kept confidential, except where the disclosure is necessary to progress your complaint or implement a decision on the complaint, or where it is required by law or in the public interest. If there are elements of your complaint which are particularly sensitive and you have particular concerns about their confidentiality, you are welcome to indicate this fact to the Student Casework Manager who will discuss with you how disclosure can be minimised.
  - g) You will be provided with the information and documents which have informed the decision relating to your complaint, subject to considerations of privacy, confidentiality and the reasonable interests of any third parties.
  - h) You will be given reasons for any decisions made by the University under this procedure.
  - i) Investigations under the level 2 formal procedure are carried out on an impartial basis by appropriate staff members who are not directly implicated in the events leading to the complaint.
  - j) Where a complaint is upheld, the University will offer what it deems to be an appropriate remedy.
  - k) Some complaints may concern matters which may be criminal offences, and which may be more properly dealt with through law enforcement processes. Where such matters are of a serious nature, a complainant is strongly advised to report them immediately to the police. In cases of doubt, the University Complaints Officer or other appropriate person will advise students and staff. Where criminal investigations are underway, the University may delay the progression of any complaint relating to the same matters until the outcome of the investigation is known.
  - l) Complaints are resolved as fairly as possible with due consideration both to the complainant and those against whom a complaint is made. The University will seek to protect its staff from vexatious or malicious complaints.

- m) Your complaint will be upheld in the case where you have provided sufficient evidence to substantiate your claim on the balance of probabilities, i.e. that what you have claimed is more likely than not to be the case.

### 3 Communication

- 3.1 Any correspondence from the University shall be deemed to have been delivered 48 hours after emailing or posting to the address notified to the University by you. You must keep the University informed of any changes of address.
- 3.2 We will aim to be as transparent as possible about the complaint process and outcomes, however in some cases we may have to withhold particular information where sharing it would breach our data protection obligations, where it might compromise a legal process, or where there is another legitimate reason
- 3.3 Our preferred means of correspondence is email as it enables us to communicate quickly and efficiently, but please indicate if you prefer to correspond by letter.

### 4 Malicious complaints

- 4.1 The University reserves the right to take disciplinary action against any student who is found to have initiated a vexatious or malicious complaint against the University or a member of its staff. A complaint will be deemed to be malicious if it is found to be baseless and with an intent to cause damage to the University or the person about whom the complaint was made. The mere fact that a complaint has not been upheld does not mean that it is baseless, and disciplinary action will not be taken against anyone making a complaint in good faith.

### 5 Advice and support

- 5.1 The Student Casework Manager ([casework@yorks.ac.uk](mailto:casework@yorks.ac.uk)) can answer general questions about the complaints process. The Students' Union can provide independent advice and support in making your complaint.
- 5.2 It is strongly recommended that you do not proceed to the level 2 formal complaint stage unless and until you have taken appropriate advice.
- 5.3 You may choose to be accompanied by a supporter at any interview or meeting conducted in connection with the investigation. This person can be a current member of staff, a current registered student at the University, or a Students' Union representative. The supporter's role is to observe and provide moral support. They cannot ask questions, interpret your responses, or speak on your behalf.
- 5.4 As a general rule, the complaint can only be started and progressed by you personally. In exceptional circumstances a third party may submit and pursue a complaint as your representative if you provide written consent and a reason deemed acceptable by the University Complaints Officer. The University Complaints Officer will not unreasonably withhold consent. If either your supporter or representative behaves inappropriately at any stage while the complaint is being dealt with, this person will be asked to withdraw involvement.
- 5.5 Legal representation is not usually required or permitted, but if you believe it is justified in the circumstances, you should make these reasons known to the University Complaints Officer **at least three working days** in advance of the hearing. If the University Complaints Officer considers you have established compelling grounds for legal representation, it will be permitted.
- 5.6 Where the issues raised affect a number of students, you may submit a group complaint. The University retains the discretion to communicate directly with some or all of the students individually, particularly where the substance or circumstances of the complaint differ, and to reach different decisions where it deems this to be appropriate. In processing a group complaint, the University may ask the group to nominate one student to act as group representative, to communicate on the group's behalf with the University and to liaise with the other students. Each student needs to communicate in writing to the Student Casework Manager ([casework@yorks.ac.uk](mailto:casework@yorks.ac.uk)) their wish to be represented by the designated individual.

### 6 Records, monitoring and review relating to the procedure on student complaints

- 6.1 The University will keep and dispose of all correspondence relating to level 2 formal complaints in accordance with its data protection policy.

- 6.2 The Student Casework Manager will make a record of all level 2 formal complaints investigated by the University. This data will inform an annual summary report of complaints and outcomes to the Academic Leadership Team, the Academic Board and to the Governing Body annually through the Annual Quality Report. This process will ensure appropriate monitoring of all complaints and related outcomes and is intended to support a continuous improvement approach.
- 6.3 The *Student Complaints Procedure* will be reviewed periodically, taking account of good practice identified across the sector.

## 7 Procedure

- 7.1 Before making a complaint, you should familiarise yourself with the following procedure. It is important to be clear about what resolution you are seeking in making a complaint.

### Level 1 Local Resolution

- 7.2 You should first seek to have the matter resolved informally at the point at which the incident which is the source of the complaint arose, which is usually within the School or with the service provider concerned. For example, if you are unhappy with how you were treated by a staff member, you could raise your concerns directly with that person or with that person's manager. If you are unclear about the appropriate staff member to approach, you can ask for information from the Student Casework Manager ([casework@yorks.ac.uk](mailto:casework@yorks.ac.uk)). Many matters can be resolved satisfactorily at this stage. You should raise your concerns as soon as possible, and not later than one calendar month from the time your concerns arise.

### Level 2 Formal complaint: investigation and decision

- 7.3 If you believe your concerns have not been properly addressed when raised locally at stage 1, you may decide to make a stage 2 formal complaint.
- 7.4 You should use the [complaint form](#) to send your complaint to [casework@yorks.ac.uk](mailto:casework@yorks.ac.uk). You must include the date when the incident you are complaining about took place, and your complaint must be sent **within one calendar month** of the incident or the conclusion of the level 1 discussions relating to it. The University Complaints Officer has the discretion to permit late complaints to be considered, either because there are exceptional circumstances justifying the late submission of the complaint, or because the exceptional nature of the complaint means that it should still be considered.
- 7.5 On receipt of a complaint, the Student Casework Manager may refer the matter to the University Complaints Officer for a decision on whether the complaint procedure is the appropriate procedure to use. If your complaint is not accepted, the University will, if you request, issue you with a 'completion of procedures' letter to allow you to have the decision reviewed by the Office of the Independent Adjudicator, as set out in the final paragraph.
- 7.6 If you have not first raised your concerns at level 1, the Student Casework Manager may refer the matter for level 1 early resolution, in an attempt to resolve the matter as early as possible. If you are unhappy with this outcome, you may then move to the level 2 formal complaint stage.
- 7.7 The Student Casework Manager may request additional information or evidence from you.
- 7.8 Once the matter is accepted as a level 2 formal complaint, an appropriate member of staff will be named as the 'Investigating Officer' and you will be informed who this is. This person will not have been previously involved with your complaint.
- 7.9 The Investigating Officer will consider the written evidence and will carry out any further investigations/interviews deemed necessary. The Investigating Officer may ask you for further evidence and/or may explore possible outcomes with you.
- 7.10 The Investigating Officer will normally conclude the investigation and submit a report within five weeks from the date your level 2 formal complaint was lodged. In complex cases, or cases where the Investigating Officer has difficulty in making contact with you or with others with relevant information, the report may take longer, but you will be kept informed of any delays and the reason for them.
- 7.11 You will receive a copy of the Investigating Officer's report. This report will specify an outcome: that your complaint is upheld, partly upheld, or not upheld. It will provide reasons for this outcome. If the complaint is upheld or partly upheld, the Investigating Officer will, in all cases where it is appropriate, propose remedial action to be taken by the University.

7.12 You will be given **ten working days** to consider the report, and to indicate whether you are satisfied with this outcome or not. If you accept the proposed outcome, it will be implemented as soon as possible. The case is considered to be resolved. If you do not accept the proposed outcome, you have the option of taking the matter to the Review Stage, as set out below.

## 8 Review Stage

8.1 If you are not satisfied with the outcome of your level 2 formal complaint, you may ask for a review of the finding by completing the [Complaint Review](#) form and sending it to [casework@yorks.ac.uk](mailto:casework@yorks.ac.uk) **within 10 working days** of receipt of the report of the Investigating Officer. The grounds on which you can seek a review are as follows:

- a) The University made a material error in following its complaint procedures or
- b) The outcome was unreasonable in light of the evidence available.
- c) Material new evidence is available which you could not, for a valid reason, provide earlier in the process.

8.2 The matter will be referred to the University Vice Chancellor, who may delegate to an appropriate nominee. The University Complaints Officer will provide advice throughout the Review Stage and an appropriate staff member may be appointed to review the file, undertake any appropriate further enquires, and make recommendations. You will normally receive a response **within 10 working days** and will be informed if the review will require more time.

8.3 The review will normally only consider the evidence provided during the earlier investigation of the complaint. Exceptionally, the Vice Chancellor or nominee has the discretion to allow you to introduce new material evidence at this point, if they accept that there were valid reasons why you were unable to provide the evidence earlier in the process.

8.4 The Vice Chancellor or nominee has the discretion to either:

- a) Uphold the original outcome.
- b) Substitute an alternative outcome.
- c) Appoint a new Investigating Officer. The usual procedure set out above for the investigation will be followed.

8.5 You will be given **10 working days** to consider the outcome of the review. If you accept the outcome proposed, the matter is considered resolved.

If the Vice Chancellor or nominee upholds the original outcome, or if you do not accept an alternative outcome proposed, you will be sent a 'completion of procedures' letter saying that you have come to the end of the York St John University complaint procedure. If you remain dissatisfied, you may seek an independent review by the Office of the Independent Adjudicator for Higher Education (OIA). The OIA is an independent body established to consider student complaints which have not been resolved internally. The deadline for an application to the OIA is **twelve months** from the date of the 'completion of procedures' letter. This service is free to students. More information can be found on the OIA website: [www.oiahe.org.uk](http://www.oiahe.org.uk)

Associated links:	<a href="https://www.oiahe.org.uk/resources-and-publications/good-practice-framework/">https://www.oiahe.org.uk/resources-and-publications/good-practice-framework/</a>
	<a href="https://www.yorks.ac.uk/ssr/policies-and-regulations/-/appeals-and-complaints/">https://www.yorks.ac.uk/ssr/policies-and-regulations/-/appeals-and-complaints/</a>
	<a href="https://www.yorks.ac.uk/document-directory/registry/research/york-st-john-university/">https://www.yorks.ac.uk/document-directory/registry/research/york-st-john-university/</a>
	<a href="https://www.yorks.ac.uk/registry/quality-gateway/collaborative-provision/">https://www.yorks.ac.uk/registry/quality-gateway/collaborative-provision/</a>
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	<a href="http://www.oiahe.org.uk">www.oiahe.org.uk</a>

## Version Control Statement

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