# Complaints Procedure

We do strive to do our best, in the interest of our members, however, sometimes things do not go quite right or to expectation. In order to resolve such issues, we have set up two routes to complain:

## Informal Complaint

In order to help us improve, we want you to tell us when we make mistakes because we don’t always spot them ourselves or perhaps don’t understand how or why we have disappointed you.

If that is the case, we would like to hear from you! You can either come and chat to us at one of our offices or e-mail us at [student.union@cumbria.ac.uk](mailto:student.union@cumbria.ac.uk) . We will try and resolve your issue as soon as possible and get back to you, usually within 3 working days.

## Formal Complaint

There may be circumstances in which you feel that your concerns merit a formal complaint and these should be made in writing using the appropriate form below.

We will acknowledge all complaints shortly after their receipt and let you know what the next steps will be. We will treat your complaint confidentially and investigate it as promptly as possible.

* **Complaints about the CEO**

All complaints regarding the CEO should be sent to the Activities Officer, who is also the Chair of the UCSU Board of Trustees. Visit [www.ucsu.me](http://www.ucsu.me) to find the correct e-mail address for this Officer.

The Officer will call an emergency Trustee Board meeting, at which the complaint will be discussed. This will take place no longer than 15 working days from the confirmation of complaint receipt.

Once Board has convened, the Activities Officer will let you know about the outcome of the discussion within 3 working days.

* **All other complaints**

All other formal complaints should be e-mailed to the CEO, [Danny Prescott](mailto:danile.prescott@cumbria,ac,uk?subject=Formal%20complaint).

Depending on the nature of the complaint, the CEO will appoint an appropriate lead for the investigation and request for a report to be completed within 5 working days

The CEO will aim to send you a full response within 10 working days of first acknowledgement or, where this is not possible, at least an update regarding your complaint.

# What if you are still not quite happy?

You can raise a complaint to the University’s Vice Chancellor Executive. Such complaints should be sent in writing to the [Vice Chancellors’ Executive](https://www.cumbria.ac.uk/about/organisation/vice-chancellors-executive/)

Review date: 17/02/2024

**UCSU Complaints Form**

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| --- | --- | --- | --- | --- | --- | --- | --- |
| **Your Name** | |  | | **Student Number (if applicable)** | |  | |
| **Preferred contact details:**  **If this is a complaint made by a group of students,** please give the name and contact details of one nominated point of contact. | | |  | | | | |
| **Course of study and campus** |  | | | | **Year of study** | |  |
| **Brief explain in full the nature of your complaint:** Please provide as much information as possible to help us understand and investigate your complaint. Attach any evidence or additional support information as applicable: | | | | | | | |
|  | | | | | | | |
| **What are you looking for as an outcome (Remedy)?** (Requested remedy will be considered but cannot be guaranteed). | | | | | | | |
|  | | | | | | | |
| **List any documents attached to support your complaint:** | | | | | | | |
|  | | | | | | | |
| **Signed:**  **Dated:** | | | | | | | |