

## GOT THE HUMP? What to do when things go wrong.

### NEED TO COMPLAIN ABOUT SOMETHING?

From time to time, students may find that some aspect of their experience at De Montfort University is less than satisfactory. Complaints may be concerning virtually any aspect of your time at DMU for example, a welfare issue such as a situation in a student hall, problems surrounding enrolment or an academic issue.

If a lot of students experience a problem, for example, unprofessional or unacceptable practices in a department regarding setting of work and marking etc, it may be a good idea to make the complaint as a group rather than as individuals.

#### ● GETTING STARTED

You have a right to make an **official complaint**, but only if you have **raised the issue at a 'local level' first**. This means that you must have made a verbal or written complaint to a lecturer, personal tutor, programme leader or hall manager for example, about a problem.

If the situation is not resolved, you are entitled to make a formal

complaint in writing, addressed to the **Complaints and Student Conduct Manager (CSCM)**.

All complaints to the CSCM must be made on a **Formal Complaint Form** (available from the CSCM or from the Welfare & Education Centre) and must include the following information:

- Your full name, DMU student ID number and correspondence address.
- The DMU course to which you have applied or on which you are or were registered.
- A clear and accurate explanation of your complaint.
- An explanation of the steps you have taken to resolve your complaint at local level first.
- An indication of what you think might be a satisfactory resolution to your complaint.
- You must sign and date the written complaint and enclose any supporting evidence.

You must **make your complaint within 3 months** of the incident/issue having arisen or you risk having the complaint turned down for being out of time.

## Don't Forget: Act as soon as possible...

### STEP 1:

- Made a verbal or written complaint to your lecturer, personal tutor, programme leader or hall manager for example, about the problem.

### STEP 2:

- Make a formal complaint using the Official Formal Complaint Form.
- Make sure you include all the details requested on the form and any supporting evidence.

FOR MORE INFORMATION AND ADVICE, CONTACT THE WELFARE & EDUCATION CENTRE ON 0116 257 6307

DON'T BE AFRAID TO RAISE THE ISSUE IF YOU HAVE A PROBLEM

CONTINUED...

PTO

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**WHAT HAPPENS NEXT?**

Once you lodge a formal complaint you will be contacted by the **CSCM** who will acknowledge receipt of your complaint. The CSCM will investigate your complaint and write back to try to offer a satisfactory resolution.

If you're not happy with the outcome you can take your complaint forward to the **University Complaints Committee**. To do this you need to write to the CSCM requesting a hearing before the committee.

The Committee consists of a number of senior members of the University and the Student Union. A non-staff member of the Board of Governors chairs the committee. You will normally have the right to attend the meeting to state your case before the panel. If the panel upholds your appeal they can set aside the original proposed resolution or ask another senior member of University Staff to investigate the complaint again or consider the complaint themselves and either confirm or change the proposed solution.

**STILL NOT HAPPY?**

The Complaints Committee is the final stage of the University's complaints process. However if you still feel that your complaint has not been dealt with satisfactorily, you can complain to the **Office of the Independent Adjudicator (OIA)**. The OIA was set up by the Government and it is completely independent of the University. The OIA acts as a 'watchdog' that investigates your complaint and then issues a decision that the University is expected to implement. The OIA cannot compel the University to take action but non-compliance would be

viewed very seriously and it would be most unlikely that a formal decision issued by the OIA would ever be ignored. If you feel really aggrieved this may be worth pursuing although the process may take some time.

**YOU MUST MAKE  
YOUR COMPLAINT  
WITHIN  
3 MONTHS OF  
THE INCIDENT/  
ISSUE ARISING**

**WHAT NEXT?**

Visit The **Welfare & Education Centre** at the Student Union for an **independent perspective**. We can contact Programme Leaders, Hall Managers etc. on your behalf.

We can **advise** on your complaint letter, discuss supporting evidence, **write letters** on your behalf and **represent you** when meeting with the CSCM or at Complaints Committee stage.

**DON'T WORRY! The entire process is intended to be non-adversarial, the aim is to investigate the complaint and try to arrive at a satisfactory solution.**

**You will not be penalised in any way for making a formal complaint.**

**USEFUL CONTACTS:**

**THE WELFARE  
& EDUCATION CENTRE**  
First Floor  
Campus Centre Building  
Leicester  
LE2 7DR  
Tel: 0116 257 6307

**COMPLAINTS AND STUDENT  
CONDUCT MANAGER (CSCM)**  
Department  
of Corporate Affairs  
DMU  
The Gateway  
Leicester  
LE1 9BH  
Tel: 0116 257 7694  
Email: [ejenkins@dmu.ac.uk](mailto:ejenkins@dmu.ac.uk)

**OFFICE OF THE INDEPENDENT  
ADJUDICATOR (OIA)**  
Fifth floor  
Thames Tower  
Station Road  
Reading  
RG1 1LX  
Tel: 0118 959 9813  
Email: [enquiries@oiahe.org.uk](mailto:enquiries@oiahe.org.uk)  
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