

THE COMPLAINTS PROCESS

A GUIDE FOR STUDENTS

We encourage you to speak directly and openly about issues you have with your School or the relevant team, but also understand some circumstances need to be considered and dealt with differently.

STAGE 1 Local resolution

If informal resolution has not been successful or was not appropriate, you should seek local resolution under Stage 1.

There are also some cases where a complaint will go straight to Stage 2.

To raise your complaint locally, in the first instance you should:

- **email the School or team directly.**

If you are unsure who to email you should email the Student Complaints team at studentcomplaints@reading.ac.uk who will be able to support you in finding the right person. In both cases, you should use your university email account and:

- be specific about your Complaint and describe it succinctly
- provide supporting documentary evidence where available and appropriate
- state the outcome you are requesting, being clear and realistic.

STAGE 2

If Stage 1 has not been successful or was not appropriate you have **10 working days** to begin Stage 2.

At Stage 2, someone independent of the complaint will investigate, gather evidence and will offer to meet you to discuss it.

The Student Complaints team will issue an outcome within **30 working days**. The outcome will tell you if your complaint is upheld, partially upheld, not upheld, the rationale for that decision and any actions or recommendations following the outcome.

If you do not consider your complaint is resolved then you have **10 working days** to request a Stage 3 review.

STAGE 3

Stage 3 is a review of Stage 2 – not a reinvestigation – and can only be instigated under specific criteria.

The university's Head of Governance reviews Stage 3 requests to confirm they meet the specific criteria.

Within **20 working days** you will be issued with the outcome of your review. Alongside this you will receive a completion of procedure letter which confirms the end of the university's procedures. If you remain unhappy you have the right to take your complaint to the Office of the Independent Adjudicator.

