

Complaints Procedure Cardiff Met Students' Union

1. Introduction

- 1.1. Any Person(s) who is dissatisfied in their dealings with Cardiff Met Students' Union, herein known as The SU, shall have the right to make a complaint.
- 1.2. A complaint is defined as an oral or written expression of dissatisfaction with the facilities or services provided by The SU or the actions, or lack thereof, undertaken by an SU member of staff.
- 1.3. No person(s) will be disadvantaged in any way by raising a complaint.

2. Privacy and Confidentiality

- 2.1. When a person(s) raises a complaint The SU may need to collect, process and store their information in conjunction with the General Data Protection Regulation (GDPR). This data will only be used for purposes of the complaint and achieving a resolution. This data will be shared amongst relevant parties involved in the investigation of the complaint. Any objection to data being shared may impact on The SU's ability to process the complaint further.
- 2.2. This information will be stored by the Confidential Advice Centre for a period of 6 academic years. If you would like this information to be deleted, please contact us on the details below.

3. Informal

- 3.1. Before making a formal complaint, you must seek to resolve the matter informally with the relevant person, their line manager or the head of the service you are dissatisfied with. **You must try to take appropriate action to prevent unnecessary escalation of the complaint.**
- 3.2. You must raise a complaint as soon as possible after the event. The aim is to ensure all involved reach a resolution they are happy with. This process will generally be an oral one and may not involve a written record
- 3.3. A response and hopefully a resolution will usually be agreed within 30 working days. During this time, you can seek advice from the Chief Executive, President or Confidential Advice Centre within The SU.

4. Formal (Stage One)

- 4.1. If you are unable to reach a resolution during the informal stages of the procedure, you can raise a formal complaint. This must be submitted in writing to the Chief Executive

and/or President of The SU within 10 working days of the failure to resolve this informally.

- 4.2. The Chief Executive and the President of The SU will carry out an initial consideration of the complaint to ensure this is within the grounds of the procedure and appoint a nominee to investigate further. The Investigating Officer will view all statements and evidence provided to them by relevant parties, and interview relevant witnesses where appropriate. They will produce a report and provide an outcome of their findings. If the complaint is upheld, the investigating officer will outline any recommendations or conditions to be imposed as a result of their findings.
- 4.3. We aim to complete this process usually within 30 working days, any delay to the proceedings will be communicated.

5. Formal Review (Stage Two)

- 5.1. If you remain dissatisfied with the response from the investigation during stage one, you may request for the Chief Executive and SU President to review the outcome. A request to escalate a complaint for review should be submitted in writing within 10 working days of receipt of outcome.
- 5.2. The Chief Executive and/or SU President will have access to all prior correspondence and the results of the stage one investigation. They will extend an invite to meet with relevant parties involved in order to clarify any points raised. If you are unable to meet in person, you will be given the opportunity to present further statements or evidence in writing.
- 5.3. The review stage will usually be completed within 30 working days, any delay to the proceedings will be communicated.

6. Conclusion

- 6.1. The Formal Review Stage Two completes the internal procedures for complaints. The complainant will be finally and promptly issued with a Completion of Procedures letter to confirm:
 - 6.1.1. all internal procedures have been exhausted
 - 6.1.2. the issues involved and dealt with
 - 6.1.3. the outcome
- 6.2. The SU will take no further action after this stage.
- 6.3. Cardiff Metropolitan University subscribes to the independent scheme for the review of student complaints. If you are dissatisfied with the outcome provided within your Completion of Procedures letter you may be able to apply for a review with the Office of the Independent Adjudicator for Higher Education (OIA).

- 6.4. Should you decide to make a complaint to the OIA, your OIA Complaint Form **must be received by the OIA** within **12 months** of the date of the Completion of Procedures letter.
- 6.5. You can fill in the OIA's complaint form online or download a copy from the OIA website. <http://oiahe.org.uk/making-a-complaint-to-the-oia/oia-complaint-form.aspx>. The OIA also publishes *An Introduction to the OIA Scheme for Students*, which can be downloaded from http://oiahe.org.uk/media/42715/oia_intro_leaflet_16pp.pdf. Alternatively, you can telephone or write to the OIA for a form. **You should send a copy of this letter to the OIA with your OIA Complaint Form.**
- 6.6. Guidance on submitting a complaint to the OIA and the OIA Complaint Form can also be found on the OIA's website <http://www.oiahe.org.uk/making-a-complaint-to-the-oia.aspx>.
- 6.7. Please note that the OIA will normally only review issues that have been dealt with through the provider's internal procedures.

7. Contacts

If you have any questions regarding the procedure or wish to seek further advice on making a complaint you can write to you can contact The SU using the following confidential email address:

Email – suadvice@cardiffmet.ac.uk
www.cardiffmetsu.co.uk