

Other leaflets in this series:

Academic:

I disagree with my marks  
I've been accused of plagiarism  
I hate my course

Housing:

Do I need to pay council tax?  
How can I save money on my fuel bills?  
How can I get my deposit back?  
I want to get out of my tenancy agreement  
My house is a dump

Money:

Can I get help with health costs?  
Do I have to pay tax and national insurance?  
Help I'm skint  
How can I fund my course?  
I'm really bad with money  
My boss owes me money

General:

I've got a University disciplinary hearing

# **I feel I've been treated unfairly: how do I complain about the University?**

Advice & Representation Centre  
1st Floor, Falmer House, Brighton, BN1 9QF  
Tel: 01273 877038 Fax: 01273 873501  
Email: [advice@ussu.sussex.ac.uk](mailto:advice@ussu.sussex.ac.uk)  
Web: [www.sussexstudent.com/advice](http://www.sussexstudent.com/advice)

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Advice & Representation

Whether you're unhappy about the quality of the teaching on your course or a lack of disabled facilities, don't keep it to yourself. Don't delay, complain today!

Making a complaint doesn't have to be stressful - most complaints can be dealt with quickly and effectively using the **University Complaints Procedure** - this has three levels which help to resolve your complaint.

### Level 1

It's best not to wait if you want to complain. You should try to speak to the member of staff responsible or you can speak to one of the following for advice on what to do:

- Students' Union Welfare/Education Officer
- a Student Life Advisor
- your Student Rep
- a disability advisor

If you are still unhappy once you've spoken to someone you can take your complaint to Level 2.

### Level 2

You will now need to write a letter to the Academic Registrar (located in Sussex House) within **3 months** of raising your initial complaint at Level 1. The letter will need to include:

- Full details of your complaint (be as specific as possible)
- Your name
- Your term time address
- Any relevant documentation

The Academic Registrar will forward your complaint to your Head of School (if it's an academic complaint) or another senior member of the University's Professional Services (for non-academic complaints).

You will then be sent a letter within 28 days where possible, with the outcome of your complaint. If you are still not satisfied you can take your complaint to Level 3.

### Level 3

Your complaint will now be passed to the Academic Registrar for a final review. You should request a Level 3 review within **1 month** of receiving your Level 2 outcome otherwise you may not be able to proceed with this stage.

Please note, there are certain conditions to whether your complaint can be reviewed at Level 3. These are:

- 1) If there were procedural irregularities in the investigation of the complaint.
- 2) You have new evidence which you did not have/could not present at the Level 2 stage.
- 3) The finding of the investigation was against the weight of the evidence.

If these conditions are met, further investigation of your complaint will take place and you will be notified of the outcome in writing.

If you are still dissatisfied once the University's own complaints procedure has been exhausted then you may be able to take your complaint to the external Office of the Independent Adjudicator - seek advice from the Students' Union Advice & Representation Centre if you wish to do this

### Talk to someone:

To see a Students' Union adviser contact the Advice & Representation Centre to make an appointment- details overleaf.

Students' Union Education Officer  
Tel: 01273 873324  
Email: [education@ussu.sussex.ac.uk](mailto:education@ussu.sussex.ac.uk)

Students' Union Welfare Officer  
Tel: 01273 873354  
Email: [welfare@ussu.sussex.ac.uk](mailto:welfare@ussu.sussex.ac.uk)

### Websites:

Complaints procedure on the University's website at [www.sussex.ac.uk/governance/1-2-4.html](http://www.sussex.ac.uk/governance/1-2-4.html)

Advice & Representation Centre [www.sussexstudent.com/advice](http://www.sussexstudent.com/advice)