



# Complaints Procedure

## University of Chester Complaints Procedure

1. We value the views of those who use the University's services and who come into contact with us. We are continually trying to improve what we do and we therefore welcome and encourage feedback and complaints and comments as part of our commitment to ensuring high quality and standards.
2. This procedure sets out how any complaint against the University should be made and dealt with. The procedure does not apply to complaints made by students or staff, for whom separate procedures exist.
3. A complaint is often best resolved informally, locally and at the time it arises. If you have a complaint, you should therefore raise it initially with the appropriate member of staff involved e.g. the service or project manager. Complainants should normally expect to receive a response to a complaint raised informally within 10 working days of the University receiving it.
4. If you do not know who to raise your complaint with informally, or if you have done so and if you are still dissatisfied or if you think it is not appropriate to raise it informally, you should make a formal complaint in writing by completing and sending us a complaints form (Appendix 1) which can be obtained from the office of the Vice-Chancellor of the University, university reception or the University's corporate website at: <http://www.chester.ac.uk/contact/index.html>

It would help us if you would give as much information as possible about your complaint. You should include your name, address, telephone and email contacts (if any), copies of any relevant documents, details of any previous attempts to resolve the matter and what you believe should reasonably be done to settle it.

5. We will acknowledge your complaint in writing within 5 working days of receipt.
6. Your complaint will be investigated by an appropriate manager who will respond in writing. We expect to be able to respond within twenty working days of our acknowledgement. If your complaint is about the University Council or the Vice-Chancellor, it will be dealt with by the President of the Council.
7. When we respond we will let you know any remedy we can offer and notify you of any improvements made as a result of your complaint.
8. If you are not satisfied with the response you receive, you should notify the Vice-Chancellor's office in writing. A member of the Senior Management Team, which includes the Vice-Chancellor, will then review the handling of the complaint and will respond to you within ten working days of your contacting him or her.
9. If for any reason we cannot respond within the time limits stated in this policy, we will tell you why and when we expect that we will be able to respond.
10. An annual report will be submitted to the University Senior Management Team on the nature of service user complaints and their outcomes, with a view to the promotion of accountability and improvement in the University's services and facilities.
11. If you need any assistance at any stage of the complaints procedure, please contact the Vice-Chancellor's office on 01244 513455.

## Complaints Form

This should be used both when first raising a formal complaint and also in resubmitting it for review by a member of the Senior Management Team.

**Complainant's Name:**

**Address:**

**Daytime telephone:**

**Evening telephone:**

**Email:**

**Please state what you are complaining about** (give as much information as you can and attach copies of any relevant documents):

**Details of any previous action** (include any information relating to previous action you or anyone else has taken in relation to this complaint)

### Resubmission for review by a member of the Senior Management Team

Please indicate if this complaint is a re-submission to be considered by a member of the Senior Management Team.

Yes

No

**Signature** .....

**Date** .....

If you need any assistance at any stage of the complaints procedure, please contact the Vice-Chancellor's office on 01244 513455

**Please return this form to: The Vice-Chancellor, University of Chester, Parkgate Road, Chester CH1 4BJ**