

Student Complaint Procedure – quick guide

Local resolution



Raise your dissatisfaction by email or in person to someone responsible in the University department or service



You will receive a response within 21 days

Formal resolution



If you're dissatisfied with the department/service response or inappropriate to be dealt with by the department, submit a **Student Complaint Form**



You will receive an acknowledgement within 7 days



Your complaint will be investigated



You will receive an outcome within 45 days

Review



If you're dissatisfied with the formal outcome you can submit a **Complaint Review Form**



You will receive an acknowledgement within 7 days



Your review request will be considered



You will receive an outcome within 28 days

Complaint to the external ombudsman



If you're dissatisfied with the outcome you can submit a complaint to the Office of the Independent Adjudicator

Things to remember



You can use this procedure to complain about any University teaching, service, department, facilities or staff member.



You have **28 days** to instigate Local or Formal Resolution and **14 days** to request a review. Extensions can be granted in exceptional circumstances.



We make reasonable adjustments to our complaints process – tell us what you need



You can seek independent advice from your College Tutor or the Students' Unions' Advice Service at www.studentadvice.cam.ac.uk



We will only share the details of your complaint with those who need to know



Attach all evidence with your complaint form



Submit forms, evidence or any questions to us by email at: studentcomplaints@admin.cam.ac.uk

Resources



Student Complaint Procedure

www.studentcomplaints.admin.cam.ac.uk/files/student_complaint_procedure.pdf



Student Complaint Form

www.studentcomplaints.admin.cam.ac.uk/files/formal_complaint_form.doc



Complaint Review Form

www.studentcomplaints.admin.cam.ac.uk/files/review_form.doc