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

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

Complaint to the external ombudsman
If you’re dissatisfied with the outcome you can submit a complaint to the Office of the Independent Adjudicator

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