

Supporting a student with a complaint

All students are advised to share concerns with their Tutor or a member of staff they trust. If you are that member of staff, then this information can help you support them.

1. What does the student want to do about the complaint?

- * the University to take action ⇒ Go to question 2 below
- * support ⇒ College Tutors, Nurses, Chaplains, Counsellors or Senior Tutors and University counselling - counselling.cam.ac.uk
- * to address the issue informally ⇒ For low-level complaints, with the permission of the student, you can speak to those involved

2. Which complaints procedure does the student need to use?

The complaint is about (deadline for raising complaint in brackets):

- * A procedural irregularity or bias within the examination process (28 days) ⇒ Examination Review Procedure
Studentcomplaints.admin.cam.ac.uk/examination-review
- * The student's personal circumstances affecting their examination (no deadline) ⇒ Examination Allowances process
Studentcomplaints.admin.cam.ac.uk/examination-review
- * Another student's behaviour (no deadline but complainant & accused must be current students) ⇒ Procedure for handling student cases of harassment & sexual misconduct
Studentcomplaints.admin.cam.ac.uk/reporting
- * A University/faculty decision (14 days) ⇒ Procedure for the review of decisions of University bodies
Studentcomplaints.admin.cam.ac.uk/review-decisions
- * Anything else University related (28 days) ⇒ Student Complaints Procedure
Studentcomplaints.admin.cam.ac.uk/student-complaints

3. Points to remember

- In exceptional circumstances, **deadlines can be extended** by OSCCA.
- Each procedure has its own form; **the form must be completed** in full.
- The student must **submit all evidence with the complaint** that they wish to be considered.
- If you are advising the student as a University staff member (not a College member) you cannot provide independent advice. The **Students' Unions' Advice Service** provides free, independent advice to students about University procedures and other matters - studentadvice.cam.ac.uk.
- Be aware of the **limits of confidentiality**; most procedures have a policy on information handling.
- There are often several stages to a Procedure, including informal resolution, the student needs to **complete each stage of the procedure** if they remain dissatisfied with the University's action.
- Once the University procedure has been completed, the student will be informed of how to raise a complaint with the **Office of the Independent Adjudicator (OIA)**, if they remain dissatisfied.

4. Any questions?

Contact the Office of Student Conduct, Complaints and Appeals (OSCCA) at studentcomplaints@admin.cam.ac.uk or telephone 01223 7 (65440) (66237) (61816).

OSCCA provides bespoke briefings for College or University staff regarding student procedures - contact OSCCA for more details.