

# Student Complaint Procedure – quick guide

## Local Resolution



Raise your dissatisfaction by email or in person to someone responsible in the University Faculty, Department or service.



You will receive a response within 15 working days.

## Formal Resolution



If you're dissatisfied with the Faculty, Department or service response or Local Resolution is inappropriate, submit a **Student Complaint Form**.



You will receive an acknowledgement within 5 working days.



Your complaint will be investigated if it is eligible.



You will receive an outcome within 5 working days of the Case Handler receiving the Complaint Officer's decision.

## Review



If you're dissatisfied with the Formal Resolution outcome, you can submit a **Complaint Review Form**.



You will receive an acknowledgement within 5 working days.



Your review request will be considered if it is eligible.



You will receive an outcome within 20 working 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 (OIA).

## Things to remember



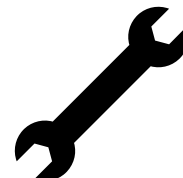
You can use this procedure to complain about any University teaching, service, Department, facility or staff member.



You have **20 working days** to instigate Local or Formal Resolution and **10 working 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 Cambridge SU Student Advice Service at [www.studentadvice.cam.ac.uk](http://www.studentadvice.cam.ac.uk)



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



Submit all evidence with your complaint form.



Send any questions to us by email at: [studentcomplaints@admin.cam.ac.uk](mailto:studentcomplaints@admin.cam.ac.uk)

## Resources



### Student Complaint Procedure

<https://www.studentcomplaints.admin.cam.ac.uk/student-complaints>



### Student Complaint Form

[https://cambridge.eu.qualtrics.com/jfe/form/SV\\_brvZ81rzmiNNtmS](https://cambridge.eu.qualtrics.com/jfe/form/SV_brvZ81rzmiNNtmS)



### Complaint Review Form

[https://cambridge.eu.qualtrics.com/jfe/form/SV\\_eWMyXfA8DAmjlg](https://cambridge.eu.qualtrics.com/jfe/form/SV_eWMyXfA8DAmjlg)