

TRINITY LABAN

ACADEMIC QUALITY HANDBOOK

STUDENT COMPLAINTS PROCEDURES: STAGE ONE STUDENT GUIDANCE

We've put this document together to help you start the complaints process in confidence. Stage one complaints are designed to be resolved swiftly by addressing matters with the relevant individual members of staff or department.

There are two parts to this stage:

- expressing an informal complaint
- a written complaint

Whichever way you choose to communicate your complaint, you must remember to raise it as soon as possible – within 40 calendar days of the incident (90 days in relation to student complaints regarding harassment, bullying or sexual misconduct by a member of staff). Only in exceptional circumstances will the complaint be considered outside of that time frame.

Making a Stage One informal complaint

In most cases, the best way to resolve a complaint is to raise it when the problem occurs with the person directly involved. If you think it will help, we may be able to arrange for mediation to help resolve the problem.

When you express your complaint, **make sure that you clearly ask for a response as staff members may not always recognise that you are making a complaint.**

Making a Stage One Written complaint

You can make a Stage One Written complaint if you don't feel comfortable expressing your concerns informally, or if you don't feel as if the complaint has been resolved when you have attempted an informal resolution.

A list of relevant senior staff members for the purposes of this procedure are below:

- Undergraduate Programmes – Head of Undergraduate Programmes

- Postgraduate Programmes – Head of Postgraduate Programmes
- Learning & teaching and student experience (all taught programmes) – Director of Learning, Teaching and Student Experience
- Research - Head of Research and Knowledge Exchange
- Library – Head Librarian of the respective libraries
- Registry – Registrar
- Student Services – Head of Student Services & Accessibility
- Finance – Head of Finance
- IT – Head of IT
- Estates and Facilities – Head of Estates & Facilities
- Brand and Communications – Head of Brand & Communications
- Head of Customer Services & Events
- Programme Leaders
- Heads of Department (Music)

If your complaint relates to a department not listed above, please contact the Quality & Governance team for guidance as to whom the complaint should be addressed to at complaints@trinitylaban.ac.uk

Outcome

If you have expressed an informal complaint, there is no set time for staff members to respond. They should, however, address the issue thoroughly and as swiftly as possible. They should also tell you when you can expect a reply from them if they cannot resolve the issue straight away.

If you have made a written complaint to the relevant senior member of staff, you will receive a written response addressing your complaint within 20 calendar days. You will be kept informed if there will be any delays to this time frame.

How to achieve the best outcomes:

- be clear about what has gone wrong
- give details such as when it happened and who was involved
- let us know what you think should happen to resolve the complaint
- be clear that this is a complaint which requires resolution

What you should expect from a response:

- a respectful response which addresses every aspect of your complaint
- an explanation if they do not agree with you

- an apology if we have not lived up to our obligations
- a remedy to make good anything which has gone wrong
- details of next steps available to you

Next Steps

If you do not think that your written complaint has been dealt with sufficiently, you are entitled to raise a formal complaint (stage two). For further information on how to do this, read the Stage Two Complaints Guidance [here](#).

...and remember, you must raise a stage two formal complaint within 15 calendar days of receiving your written response.

Monitoring

We monitor all complaints centrally, even if they are resolved at an early stage. This helps us to have an overview of both the amount and the type of complaint we receive so that we can develop the services we provide as an institution.

Is there anyone I can ask for support or advice?

You can speak to our Student Advisors in Student Services or a member of Trinity Laban Students' Union for advice.

If you have any specific questions about the procedures, you can also email the Quality & Governance team: complaints@trinitylaban.ac.uk