



Student Advice Centre Complaints Procedure

The Student Advice Centre is committed to providing a high quality service to users.

If we fail to do this, we would like to know about it. This can help us to deal with the specific problem and try to ensure that it does not happen again.

Feedback is welcome, and can be given directly to a member of Student Advice Centre staff, or via our Service Users Survey.

If you are unhappy with some aspect of our service and wish to make a complaint, please use the following procedure.

Initial discussion

If your complaint relates to a member of staff, you may wish to discuss your complaint with the person concerned first. You are welcome to book an appointment to do this, or you can contact them by telephone or email. Please ask one of our front desk team for more information. Hopefully the matter can be resolved quickly.

If your complaint is not resolved with the member of staff or you do not feel it is appropriate to speak to them directly, you can make an informal complaint as outlined below.

If your complaint relates to an aspect of our service delivery but not to a specific member of staff, please ask to speak to the Head of Advice and Wellbeing, who will endeavour to resolve the matter and / or provide further information relating to the query or complaint you've raised. If you remain unsatisfied, you can explain that you wish your complaint to be dealt with under the informal complaints procedure below. At this stage, the Head of Advice and Wellbeing will record the complaint and what has been discussed so far.

Informal complaints

You can speak to the Head of Advice and Wellbeing to discuss your complaint. This can be done in person or by telephone, and a record of the conversation will be kept. The Head of Advice and Wellbeing will endeavour to resolve the matter. If you have already discussed the issue with the Head of Advice and Wellbeing and you are not happy with the outcome (or if your complaint relates to the Head of Advice and Wellbeing) you will be offered the option of discussing the issues with the Director of Policy and Involvement.

In all cases, we will respond fully to you within 5 working days of receiving your complaint, or you will receive an update if a full response is going to take longer. All complaints will be recorded and kept on file.

All complaints will be treated confidentially, and a student (whether a service user or otherwise) will not be disadvantaged in terms of their access to the service by choosing to



make a complaint. You may be accompanied and supported by a friend or family member at any stage of the procedure.

Formal complaints

If you are not satisfied with the outcome of the informal complaints process, or you do not feel that process is appropriate, you can make a formal complaint to the Senior Management of Sheffield Hallam Students' Union. You can appeal the outcome of your complaint if you are unhappy, this will be reviewed by the Chair of Sheffield Hallam Students' Union's Trustee Board, and their decision is final.

The Formal Complaints procedure is available within the Articles of Governance on the Students' Union's website:

https://www.hallamstudentsunion.com/pageassets/your_union/importantdocuments/Articles-of-Governance.pdf or you can ask a member of staff for a copy.

Confidentiality and Data Protection (GDPR)

If you wish to take your complaint to the Director of Policy and Involvement, or you submit a formal complaint to the Students' Union, the Advice Service may be required to provide a copy of your case file and / or an outline of your case, in order to assist with investigating and resolving your complaint. Therefore, in these instances, the Head of Advice and Wellbeing will accept your submission of a complaint via one of these routes as being confirmation that you give permission for your case details to be shared in this way. Details will only be shared on a 'need to know' basis.