

HSU Advice Service

COMPLAINTS PROCEDURE

Last Reviewed and Amended	August 2025
Date for Review:	August 2026

1 About This Resource

- 1.1 Hallam Students' Union Advice Service is committed to providing a high-quality service to all its 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.

2 How to Give Feedback

- 2.1 Feedback is welcome and can be given:
- 2.1.1 Directly to a member of Student Advice Service staff
 - 2.1.2 Via our Service Users Survey once your case is closed
 - 2.1.3 By email to the advice team manager

3 Making a Complaint

- 3.1 If you are unhappy with some aspect of our service and wish to make a complaint, please use the following procedure.
- 3.2 **Initial Discussions:**
- 3.2.1 **Discuss with the Person Concerned:** 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. You can contact your adviser directly by email or email advicecentre@shu.ac.uk.
 - 3.2.2 **Speak to the Advice Team Manager (ATM):** 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 ask to speak to the Advice Team Manager (ATM) or email the ATM on c.hayden@shu.ac.uk or advicecentre@shu.ac.uk
- 3.3 **Other Complaints:** If your complaint relates to another aspect of the Students' Union and not about the advice service, please follow refer to the Hallam SU Complaints policy available on our website under Feedback and Complaints.

- 3.4 **Formal Complaint about SU:** If you want to make a formal complaint about the SU, one of its staff, or an elected Officer, this will be dealt with in line with The Students' Union complaints procedure. See this link [complaints procedure](#). To contact Hallam Students' Union about this please [email us](#) call [0114 697 3455](#) online form [Ask Us](#).
- 3.5 **Advice Service Complaints:** If your complaint relates to the Advice Service but not to a specific member of staff, contact us and the Advice Team Manager (ATM) will try to resolve the matter and/or provide further information relating to the query or complaint you've raised. The ATM will endeavour to resolve the situation to your satisfaction.
- 3.6 **Informal Complaints:** You can ask to speak to the ATM to discuss your issue as an 'informal complaint'. This can be arranged in person or by telephone, and a record of the conversation will be kept. If you have already discussed the issue with the ATM and you are not happy with the outcome (or if your complaint relates to the ATM), you will be offered the option of discussing the issues with the Head of Advocacy.
- 3.7 **Acknowledgement:** In all cases, you will receive an initial response acknowledging receipt of your complaint within 5 working days of the complaint being received. In this response, you will be given an estimate of the time it will take to provide a full response.
- 3.8 **Record Keeping:** 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.
- 3.9 **Support:** You may be accompanied and supported by a friend or family member at any stage of the procedure.

4 Formal Complaints

- 4.1 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 in line with [the Students' Union complaints procedure](#). This can be found on the SU Website under Feedback and complaints.

5 Confidentiality and Data Protection (GDPR)

- 5.1 If you wish to submit a formal complaint to the Students' Union about the Advice Service, 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 ATM 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.