



# STUDENT COMPLAINTS

## Your Quick Guide to the Procedure

UNIVERSITY OF  
WESTMINSTER

Before raising your complaint, **read** through the guidance notes and the University Complaints Procedure, as they provide important information



### Step 1: Is this a Complaint?

A complaint is when you are unhappy with the **services, actions or lack of actions** from the university or members of staff.

#### What can I Complain about?

- Standard of academic or service provision (e.g. course design, curriculum content and structure, assessment arrangements and information, resources and facilities, Halls of Residence)
- Quality of supervision or teaching
- Issues of inappropriate conduct by a member of staff
- University failing to meet stated obligations (e.g. those set out in the prospectus or on the website)

#### Group Complaints

If a whole group is affected, you don't all need to submit separate complaints. You should **Nominate a Group Spokesperson** to represent the group. **However**, each person in the group must provide written consent and explain how they were personally affected.

#### Studying at a Partner Institution?

Complaints relating to a course at a Partner Institution, the delivery of the course, a member of staff, and the services provided are to be dealt with by the Partner Institutions complaint procedures. The University of Westminster may, at its discretion, review complaints of an academic nature, but only once the complaints procedure at the Partner Institution has been exhausted.

#### Placement Complaints

If you have a problem while on placement, the 'who' depends on the 'what':

- **Workplace/ HR Issues:** Contact your **Employer** or **provider**
- **Academic/Wellbeing Issues:** Contact the **University**
- **Unsure?** Contact your University Placement Coordinator first.

#### Serious Concerns:

For bullying or discrimination, refer to the University's Report + Support platform

For matters relating to Academic Judgment, such as Degree Classification, Marks and Feedback, you **MUST** use the Academic Appeals Procedure. This process is separate to the Student Complaints Procedure.

### Who can use this?

Registered students and former students (as long as the incident happened while you were enrolled and within the 90 day timeframe to submit the complaint).



## Step 2: The Timeline

1

### Informal (Stage 1):

Talk to the person or department involved **immediately** as most issues are resolved here.

2

### Formal (Stage 2):

If unresolved, submit your formal complaint via your e:Vision task within **90 days** of the incident.

3

### Review (Stage 3):

If unhappy with the Stage 2 outcome, appeal within **10 working days**.



## Step 3: How to Submit a Robust Complaint?

To give your complaint the best chance of success, follow these **tips**:

- **Make sure** you have completed Stage 1 before submitting a formal Stage 2 complaint, as this step is not optional
- **Be specific**, summarise the issue clearly and provide a timeline of events
- **Be realistic**, state exactly what you want as a remedy or the proposed outcome you are looking for (e.g. an apology or a process change)
- **Evidence is KEY**, provide proof like emails, witness statements, or medical notes. Remember, anonymous evidence is generally not accepted
- **Act fast** as late complaints are only considered in 'highly exceptional' circumstances with evidence. Ensure your formal complaint is submitted within 90 days of the incident

### Anonymity & Confidentiality

The University will not normally consider anonymous complaints as it's unfair to the person being complained about and they have a right to know. Your data is handled confidentially, but information will be shared with staff involved in the investigation. You will not suffer a disadvantage because of making a genuine complaint.



### Possible Outcomes

The University looks for 'reasonable and appropriate' remedies. These might include a formal apology, alterations to a process or service to stop it happening again or exception financial compensation for loss (requires receipts/proof).





## Step 4: Need Help or Advice?

### UWSU Advice Team

The Students' Union offers free, confidential and independent advice. They can help you draft your complaint, check your evidence and answer any questions you may have.

[uwsu.com/advice](https://www.uwsu.com/advice) | [suadvice@westminster.ac.uk](mailto:suadvice@westminster.ac.uk)

### Academic Standards

You can contact us if you have any procedural questions.

[studentcomplaints@westminster.ac.uk](mailto:studentcomplaints@westminster.ac.uk)

### Other Services

- **Counselling:** [counselling@westminster.ac.uk](mailto:counselling@westminster.ac.uk)
- **Wellbeing:** [student-wellbeing@westminster.ac.uk](mailto:student-wellbeing@westminster.ac.uk)
- **Disability Support:** [dls@westminster.ac.uk](mailto:dls@westminster.ac.uk)

## SUBMISSION CHECKLIST

Complete these steps before you start your formal Stage 2 e:Vision task

- ☐ **Informal Attempt**  
I have completed Stage 1. I tried to resolve this informally or have a clear reason why I couldn't.
- ☐ **Provide Detailed Information**  
I have explained my concerns by providing detailed information, including written list of dates and times of when the matter(s) occurred, and the names of staff members or everyone involved.
- ☐ **Evidence**  
I have saved all emails, screenshots, or relevant documents as PDFs ready to upload.
- ☐ **Desired Remedy / Outcome**  
I have a clear and realistic idea of what my proposed outcome looks like (e.g., an apology or a change in procedure).

**Remember**, though this is not a compulsory step, you can send your draft to the Student Union Advice Team for an independent review and additional advice before submitting your formal complaint.

If you have ticked off **all** steps above, then you are ready to go!

Log into your **e:Vision** and find the Student Complaints task in '**My Self Services**' to raise your formal complaint. Remember, don't forget to upload your evidence.

