

You're unhappy with something the University has or hasn't done

What can I complain about?

- A service not being provided
 - Poor quality of service
 - Poor facilities or resources
- Dissatisfaction with a policy or how it has been applied
- Not applying law or policy in services
 - Not following the correct processes
- Behaviour or treatment from a member of staff
- Disagreement with a decision (not covered by other processes such as the Academic Appeals policy)

You can complain about a member of staff, or about a part of the University (an Academic School or Unit).

How can I complain?

You can complain by phone, email, letter, or face to face.

If your case is complex, you may find it helpful to email complaints@ or fill out the Stage 2 form

If you don't want to complain yourself, you can ask someone you trust to complain on your behalf, with consent from you.

You can complain anonymously, and if you provide enough information the University will be able to take steps.

When can I complain?

You can complain within 6 months of when the problem first happened or when you realised that something was wrong.

You can also complain within 2 months of the Stage 1 response (if this was later).

You may be able to get an extension on this if something serious happened, such as illness or bereavement

The process

Stage 1 - For simple cases

These cases will be responded to within 5 working days.

You'll be told the outcome, why this is the outcome, and how to progress to Stage 2 if you are unhappy

Stage 2 - Investigation for more complex cases

You'll be contacted within 3 working days to say that the University have seen your complaint. They'll also check the key points and hoped-for outcome.

The University will investigate what happened and what should have happened.

You'll receive a full response within 20 working days of your complaint

Mediation

As part of Stage 2, mediation may be offered as an option to resolve the situation. This may extend the resolution timeline. Both parties have to agree to try mediation, it will not be forced upon you.

You can get mediation from the University's Mediation Service

If you're still unhappy after Stage 2, you can seek an external review from the Scottish Public Services Ombudsman