

Oxford SU Advice

Complaints Policy

1. Principles

- 1.1 Oxford SU Advice is committed to providing a high standard of support to its members. We offer support within our remit that is: informative, accessible, empowering, independent, timely, professional, confidential, unbiased, respectful and free.
- 1.2 Should you believe that we have not met our [Advice Agreement](#), you can use this procedure to raise a complaint.
- 1.3 Whilst you have an ongoing complaint regarding SU Advice, consideration will be made under our [Conflict of Interest Policy](#) as to whether we are able to continue objectively supporting you with your Advice case.
- 1.4 You have the right to be supported by a third party throughout the complaint process. This cannot be anyone from SU Advice, anyone named in this document or within Oxford Students' Union Complaints, Code of Conduct and Disciplinary Procedure (as outlined in Bye-Law 8). It could be someone from the University, your College, a friend or family member. For the avoidance of doubt, this third-party support may not be legal representation.
- 1.5 To help us investigate and respond effectively, complaints should ideally be raised as soon as possible after the incident, issue or situation that is the subject of the complaint and in any case no later than eight weeks after the latest event. If there is a significant delay in raising the concern, the complainant should explain the reason for this within the initial complaint; discretion may be applied where there are strong reasons for the delay.
- 1.6 Complaints about SU Advice may include those relating wholly or partly to staff members. Complaints of this nature will be dealt with in accordance with the SU's HR policies and the complainant therefore may not be made aware of what further action is taken, if any.
- 1.7 All complaints will be recorded and kept on file and will be treated in accordance with the SU Advice [Confidentiality Policy](#).

2. Stage One: Informal Resolution

- 2.1 If you are unhappy with the support you've received, where possible, we ask you to raise this with your Adviser.
- 2.2 They will endeavour to understand your complaint and provide a satisfactory resolution.
- 2.3 This proposed resolution will be given to you in writing within five working days of the complaint being raised.
- 2.4 If it appears that investigation of a complaint is likely to take longer than five working days, the student will be informed in writing of this delay and the reason for it.

3. Stage Two: Informal Complaint

- 3.1 If you are unhappy with the outcome of your informal resolution, or it would be inappropriate for you to raise your complaint in this way, then you should provide a informal complaint.

3.2 Where a complaint (written or verbal) is received, the Advocacy Manager (“the Investigator”) will write to you acknowledging the complaint. If the Investigator is the subject of the complaint, another senior Manager of the SU will be appointed as investigator. The written acknowledgement of the complaint will indicate the name of the investigator and a time within which the student can expect to receive a reply to their complaint.

3.3 The Investigator will investigate in a manner they deem appropriate, including (but not limited to): discussing it with any staff members concerned, consulting other staff, checking case records and/or arranging to see the student. The Investigator will decide, in light of the investigation, whether the complaint is upheld and what action should be taken.

3.4 The Investigator will write to the student to inform them of the outcome of the formal complaint. This should normally take place within 10 working days of the receipt the complaint. If it appears that investigation of a complaint is likely to take longer than 10 working days, the student will be informed in writing of this delay and the reason for it.

4. Stage Three: Formal Complaint

4.1 If you are not satisfied with the outcome of the informal complaint, you may submit a complaint according to the procedure set out in the Complaints, Code of Conduct and Disciplinary Procedure as outlined in Bye-Law 8.