

Flowchart of Student Complaints

Complaints should be made no later than 20 working days from when the matter you are complaining about happened. We may accept a late complaint if you had a good reason for not making the complaint earlier

Stage 1: Informal Complaint

A student can approach the department, service or Complaints team to raise concerns in person or by email.

The Head of the relevant department or staff in the Complaints team reviews your concerns and determines whether or not the complaint is valid

You will receive a response (usually within 10 working days)

If your complaint is valid we will respond, outlining what went wrong and potentially offering a resolution as well as guidance on what further action is available to you – this may resolve your complaint

If your complaint is not valid we will respond, outlining why your complaint is not valid as well as guidance on what further action is available to you.

You will have 20 working days from being informed of the outcome to submit a Stage 2 complaint

Stage 2: Formal Complaint

A student may submit a formal complaint using the online [complaints form](#) or by emailing complaintsadvise@port.ac.uk

The complaints team will confirm the next steps and timeframes for the investigation along with the details of the Investigating Officer (usually within 10 working days)

The Investigating Officer will arrange to meet with you and any other parties to the complaint

The Investigating Officer will issue a draft report of their findings (usually within 30 working days) and you will have the opportunity to comment on any factual inaccuracies

The Investigating Officer will issue the final report detailing their findings

If your complaint is valid we will make recommendations to resolve it

If your complaint is not valid we will provide guidance on further actions available to you

You will have 10 working days from being informed of the outcome to request a review

Stage 3: Review

A student may submit a review request by emailing Claire.dunning@port.ac.uk

The Executive Director of Corporate Governance will determine whether or not they will carry out a review and write to you (usually within 10 working days).

Review request accepted: we will agree the review arrangements with you (usually within 5 working days). The review will take place and will usually be completed within 30 working days.

Review request not accepted: we will write to you, outlining why we have rejected your review request and issue you a Completion of Procedures letter.

If the student is dissatisfied with the outcome they have 12 months to raise a complaint with the OIA