



Disability and Dyslexia Support Worker Service

Complaints Policy

This policy outlines the complaints procedure for the DDSS Support Worker Service. A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of DDSS Support Worker Service. This policy does not cover complaints from support workers, who should use the University of Sheffield grievance procedure. Complaints may come from any other person or organisation who has a legitimate interest in our service.

We aim to:

- Provide a fair complaints procedure which is clear and easy to use for those wishing to make a complaint
- Handle complaints in a professional and non-confrontational manner that is sensitive to, and understanding of, the concerns of students
- Ensure complaints are investigated fairly and in a timely way

Informal resolution

It is important to let us know that you are unhappy and to give us the chance to put things right. We ask that in the first instance you chat to your support worker directly about your concerns - they might be able to sort out the problem straight away.

Stage One

If your concern remains unresolved after an informal discussion, a complaint can be given verbally, by phone, email or in writing to:

For Specialist one-to-one study skills support (SpLD) complaints:

Eve Rowland, SpLD Tutorial Service Administrator
Student Skills and Development Centre
301 Glossop Road Tel: (0114) 222 21780
Sheffield S10 2HL Email: e.rowland@sheffield.ac.uk

For all other support:

Support Worker Co-ordinators
DDSS Support Worker Service
Student Skills and Development Centre
301 Glossop Road Tel: 0114 222 3991/1413
Sheffield S10 2HL Email: supportwork@sheffield.ac.uk

The complaint will be handled sensitively, telling only those who need to know and following relevant data protection requirements. The complainant can choose to have their response either verbally, by phone, email or in writing.

A log of the complaint will be held which will include:

- The student name and registration number
- Date of the complaint
- Indicator of whether the complaint is ongoing or resolved

- Nature of the complaint
- Record of any responses and actions

The complaint will be acknowledged within one week and a complaint log will be started. We aim for complainants to receive a definitive reply within four weeks. The complainant can choose to have their response either verbally, by phone, email or in writing.

Stage 2 - Bryan Coleman, Head of DDSS or tbc

If the issue is not satisfactorily resolved at the first stage, the complaint can be taken to Bryan Coleman (Head of DDSS). The complaint needs to be sent by email or in writing to:

Bryan Coleman (Head of DDSS)
Disability and Dyslexia Support Service
Alfred Denny Building
Western Bank Tel: (0114) 222 1303
Sheffield S10 2TN Email: b.j.coleman@sheffield.ac.uk

The complaint will be acknowledged within one week and a complaint log will be started. We aim for complainants to receive a definitive reply within four weeks. The complainant can choose to have their response either verbally, by phone, email or in writing. The decision taken at this stage is final, unless the Head of DDSS decides it is appropriate to seek external assistance with resolution.

If the complaint is dissatisfied, they can follow the main University complaints procedure. Full details can be found here: https://www.sheffield.ac.uk/ssid/procedures/grid_complaints

If the complaint remains dissatisfied with the final outcome of their complaint, they may wish to take to complaint to independent third party The Students Union:
<http://su.sheffield.ac.uk/student-advice-centre/academic/complaints-and-appeals>

All students receiving support from the DDSS Support Worker Service are provided with access to a copy of this policy either online or in paper format. Alternative formats are available on request. This policy is reviewed annually and updated as required.

19th November 2019