

Guidance notes for students seeking to submit a Formal Stage Complaint in relation to Industrial Action

This information should be read alongside the [University Complaints Procedure](#)

General information: The University remains committed to delivering an educational programme for each student during any period of industrial action and it will seek to ensure that students remain able to complete their programmes of study and graduate as anticipated. All reasonable attempts will be made to make contingencies for students to continue their studies without detriment to their learning opportunities and assessment outcomes. These may include rescheduling lectures, agreeing extensions to assessment deadlines, and assessment boards may be given exceptional instructions to ensure students are not disadvantaged or penalised. If, however, any student remains dissatisfied as a result of the impact of the industrial action, then they are entitled to raise their concerns by way of the University's student complaint procedure.

If you are seeking to submit a complaint: you should raise your concerns regarding the impact of a period of industrial action on your studies with your academic department in the first instance. This will ensure that reasonable steps can be taken to address concerns and appropriate mitigation and resolution achieved at the earliest stage possible.

Should you remain dissatisfied you may wish to proceed to the Formal Stage of the Complaints Procedure.

When submitting a complaint in relation to industrial action you should complete the **Industrial Action Complaint Form**. You will need to set out your case clearly on the form itself and include the following information:

- Modules, teaching, learning opportunities effected by the industrial action, including specific dates and times of individual sessions and which are subject of the complaint.
- Specific impact (e.g. academic, health and well-being, financial) of not receiving the modules, teaching, learning opportunities.
- Specific impact of not having access to a University Service.
- Your desired outcome or resolution.

Supporting evidence should be included where relevant.

This will allow all factors you deem relevant to the case to be taken account of and also allows you to make an individualised case specific to your situation, including any other impact you feel you have experienced and can evidence.

Please note that if you wish to raise concerns in relation to matters not related to industrial action you should complete the standard Complaints Form.

Time limits: the University is unlikely to consider an industrial action complaint from a student or former student that has not been raised within three months following the end of the period of industrial action.

Should you want independent advice or assistance putting together a case you are encouraged to contact the Student Advice Centre (Students' Union). You are strongly encouraged to visit their [self-help webpages](#):

Stephanie Betts
Student Administration Service
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