Guidance Notes for Students Seeking to Submit a Complaint in relation to Industrial Action and/or the COVID-19 Pandemic

This information should be read alongside the University Complaints Procedure and supporting information.

**General information:** The University remains committed to delivering an educational programme for each student during any period of national or international disruption, such as, industrial action or pandemic, 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 moving teaching sessions online, rescheduling lectures, and agreeing extensions to assessment deadlines, assessment boards may also be given exceptional instructions to ensure students are not disadvantaged or penalised. If, however, any student remains dissatisfied because of the impact of industrial action and/or pandemic 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 with your academic department or service in the first instance, to help ensure that reasonable steps are taken to address your concerns and so that you are fully informed of the actions and mitigations that have been put in place. Speaking with the academic department or service can help facilitate a satisfactory resolution 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/pandemic it is important, for any stage of the process, for you to set out your case clearly on the Form and to include the following information:

- Modules, teaching, learning opportunities effected, including specific dates and times of individual sessions, which are subject of the complaint.
• Details of any other missed opportunities you reasonably expected to be available, e.g. field trips, access to labs, networking events, summer schools, access to services.
• What mitigation your department/the University put in place to minimise the impact of the changes, and why you deem this mitigation not to be reasonable.
• Specific additional impact (e.g. academic, health and well-being, financial) of not receiving the expected modules, teaching, learning opportunities and/or the impact due to changes in delivery.
• Specific impact of not having access to a University Service.
• Your desired outcome or resolution.
• Any other detail specific to your case.

Supporting evidence should be included where relevant. This is especially important if you are informing the University of specific additional impact (e.g. academic, health and well-being, financial) of not receiving the expected modules, teaching, learning opportunities. This will allow all factors you deem relevant to your individual circumstances 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.

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 Complaint self-help webpages.¹

¹ Please note that the Student Administration Service is not responsible for the accuracy of the information contained within the Student Advice Centre web pages.