Industrial Action and Student Complaints:
Information for Students

The University is doing everything we can to minimise the impact of industrial action on you and your studies. However, we recognise that you may wish to raise a concern if you experience any impact. You can do so by using the University’s complaints process.

Student Complaints Process

Further information about the complaints process is available on the University intranet.

The key steps are as follows:

- You are advised to contact Guild Advice in the Guild of Students (see below) for advice and support throughout the process of raising a concern or a complaint.
- Firstly, you should raise your concerns with the most appropriate member of staff within your School, who will try to resolve the matter informally.
- Save in exceptional circumstances, concerns should normally be raised with an appropriate member of staff within one month of the incident.
- You should raise any issues relating industrial action as soon as possible and no later than 8 May 2020 (the normal four week deadline has been extended to take account of the Easter closed period).
- You should explain what your concerns are and how you would like them to be resolved. For example, if a lecture was cancelled, you may want an opportunity to make up the missed learning by having the lecture rescheduled or having access to alternative material.
- If your School is unable to resolve your concerns to your satisfaction, you may submit a Concern Review Form (available at the web address above) to student-complaints@contacts.bham.ac.uk within one month of the response from your School.
- An Investigating Officer will be appointed to consider your complaint and will aim to respond to you in writing within 20 working days.
- If the issue has still not been resolved to your satisfaction, the response to your complaint will explain the next steps you can take.
- If you feel that your individual academic performance has been affected, you may also wish to consider submitting Extenuating Circumstances. Your School can advise you of its procedures and deadlines.

Further Information and Advice

You are strongly advised to look at the further industrial action information and FAQs that is available on the intranet.

For advice and support in relation to the complaints process, please contact Guild Advice in the Guild of Students.

If you have any queries about the complaints process, please contact student-complaints@contacts.bham.ac.uk.