

## **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](mailto: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](mailto:student-complaints@contacts.bham.ac.uk).