



General Regulations 2b: Student Complaints Guidance

2016-2017

This document is available in hard copy and on the University intranet and internet sites. Please contact the Student Life Centre (John Galsworthy Building, Penrhyn Road campus) or the Union of Kingston Students Advice Centre if you have any difficulty in obtaining a copy that you can read, or find any aspect of these regulations difficult to understand.

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Please Note: This Guidance is to be read in conjunction with the Student Complaints Procedure

1 INTRODUCTION

Purpose

The purpose of this document is to provide advice and guidance to staff in using the Student Complaints Procedure. The Student Complaints Guidance is to be read in conjunction with the Student Complaints Procedure.

2. GUIDANCE FOR STUDENTS SUBMITTING A COMPLAINT

Early Resolution and Mediation

It is important that you make efforts to try and address any concerns that you have with the appropriate staff member or service area in a timely manner. Where possible, it can be useful to do these face to face or alternatively, you could request an appointment to speak to them. Here are some questions to help assess how to raise and address your concerns:

- *What has gone wrong?*
- *Have I communicated my concerns with the correct staff member or service area?*
- *What attempts have I made to try and resolve the issue?*
- *What would help to put the issue right? Is this reasonable/achievable?*
- *Have I considered mediation? Do I understand what mediation entails?*
- *Have I checked the sources of support available to me in the university?(e.g. wellbeing, study and pastoral support)*

Mediation

Information about the University's Mediation Service can be found at:

<http://law.kingston.ac.uk/services/centre-dispute-resolution>

If you would like your complaint to be resolved via mediation, you should contact the mediation service or discuss your request with the staff member with whom you have raised your complaint. Mediation will only take place if your case is deemed appropriate by the Mediation Service, and if the other party to the complaint agree to this means of resolution. Should the Service conclude that the matter should not be mediated or the consent of all interested parties not be provided, you can request that your complaint is considered under the Student Complaints Procedure.

If, however, the complaint is deemed appropriate to mediate, the clock will stop running on the investigation whilst the Service facilitates the mediation, this should usually take place within 20 days of their receipt of the case.

The failure of either party to engage with the mediation process after agreeing to it may result in the mediation being stopped, and the case being referred back to the Student Complaints Procedure. If mediation is unsuccessful, your complaint can be investigated under the Student Complaints Procedure; however, if a resolution is

reached during the meeting, you will not be able to take any further action on your case under the Procedure.

Making a Complaint

You should ensure that the issues being raised are pursued in accordance with the relevant University procedure, and should seek advice from the Students' Union if there is any uncertainty.

If there is a matter of concern you wish to bring to the attention of the University, you need to follow the steps set down in the Student Complaints Procedure. If stages are missed out, the University will refer your case back to the appropriate stage for investigation. Your complaint should, in the first instance, be raised informally with the relevant Faculty/Directorate. The majority of complaints are in fact resolved at Stage 1.

At all stages of the Procedure, you should submit information about the nature of your complaint, why you are dissatisfied and your desired outcome. At Stage 2, you need to submit a letter of complaint and state why you are dissatisfied with the investigation undertaken or outcome provided at Stage 1 and provide all documentation. At Stage 3, you should submit a covering letter setting out which ground(s) of review you are applying under with details on this, as well as providing all relevant documentation from Stages 1 and 2.

It is important that you are as detailed as possible in your complaint, and that you provide any supporting evidence from the beginning of the Procedure. This allows the staff member considering your complaint to be as well informed as possible and will prevent delays during the investigation. All documentation should be provided at the start of you raising any concerns under the Student Complaints Procedure. New issues and documentation will not be considered in subsequent stages of the Procedure unless it constitutes a ground for review at stage 3 of the Procedure.

Ordinarily all complaints will be decided on the documentation you submit and you will not be invited to present your case in person, unless it is deemed appropriate by the case investigation or constitutes a reasonable adjustment therefore you should be as clear as possible when submitting your complaint at each stage

Confidentiality

Insofar as reasonably possible, all complaints will be dealt with confidentially. All interested parties will be given the opportunity to respond to the matters that you raise, but your complaint will not be made known to anyone else without your consent, unless there are overriding statutory obligations, such as the Prevention of Terrorism Act.

Anonymous Complaints

As a student, you have the right to make a complaint without fear of victimisation or prejudice, therefore it should not be necessary to bring anonymous complaints. Anonymous complaints will, therefore, not be accepted under the Student Complaints Procedure.

Engagement and Absence

You are required to engage with the complaints process at all times, respond to correspondence when appropriate, and attend mediation sessions, meetings or Committees when requested to do so. If you are unable to attend a mediation session or meeting you should contact the staff member responsible as soon as possible with a valid reason for your unavailability and may be required to provide written evidence of this. It may not be possible to fully investigate your complaint without your full engagement with the process.

Accompaniment and Representation

As you are raising the complaint, it is appropriate for you to represent yourself, whilst seeking advice and support from the Union of Kingston Students ('the Students' Union') Support during the preparation of your complaint at each stage. If you are invited to attend a mediation session or meeting, you may be accompanied by a friend or family member, a staff member from the Students' Union Support, or a Trade Union or professional association staff member. In all cases, the individual accompanying you is not permitted to make representations, or ask or answer questions on your behalf, or attend in any legal capacity.

Non-legal representation will only be permitted where there is a compelling reason, such as disability and as a reasonable adjustment. In such circumstances, this must be agreed with the staff member responsible for that stage of the process, and you must provide signed, written consent for the representation. Without this consent, the University will be unable to liaise with the third party which may result in your complaint being put on hold until it is received.

Legal representation at any stage of the process will not be permitted unless the University considers it necessary in exceptional circumstances. The University's decision in this regard is final. If the University determines legal representation is not necessary, you will be given the option to continue the internal procedure without such legal representation. If you do not wish to proceed on this basis, the University will treat the matter as closed and issue a Completion of Procedures letter.

Accepting an offer

The University may make an offer to you to resolve your complaint, "in full and final settlement of the case". Where this occurs, you will be sent an Acceptance Form along with the outcome letter, and provided with a timeframe to accept the offer.

“Full and final settlement” means that, should you accept the offer, you will not be able to make a further complaint or appeal about the same issues under the Student Complaints Procedure or via an external route, such as the civil courts. This does not prevent you making a complaint about unconnected issues in the future, should you need to.

Office of the Independent Adjudicator (‘OIA’)

When all internal procedures have been completed, either following conclusion of your complaint at Stage 3, or it having been dismissed as out of time, you will be issued with a Completion of Procedures letter. This confirms that the University has made its final decision on your case. Should you be dissatisfied with this, you can make a complaint to the OIA, who are the Ombudsman for Higher Education.

Further information on the OIA can be found on their website:

<http://www.oiahe.org.uk/>

3. GUIDANCE FOR STAFF: EARLY RESOLUTION OF COMPLAINTS AND MEDIATION

Attempting Early Resolution

Questions to consider in attempting early resolution of concerns include:

- *What specifically is the concern about which area(s) of the University is/are involved?*
- *What outcome is the student hoping for and can it be achieved?*
- *Is the concern straightforward and likely to be resolved with little or no investigation?*
- *Can it be resolved on the spot by providing where appropriate, an explanation, an alternative solution or an apology?*
- *Can someone else assist in seeking resolution, for example where an informal administrative resolution is required?*
- *Is there merit in using mediation?*
- *What assistance or support can be provided to the student in taking this forward?*

Mediation

If you believe that mediation may be a viable means of resolving the issues raised in the complaint, or if you are contacted by the student in relation to mediation, you should contact the University's Mediation Service. The Service will require a summary of the case, in order to determine whether or not the matter is suitable for mediation. If mediation is not deemed suitable by the Mediation Service, you should inform the parties of this and consider if there are alternative ways to resolve the issues raised.

If mediation is deemed suitable by the Mediation Service, the clock will stop running on a complaint investigation under the Student Complaints Procedure whilst the Service facilitates the mediation. This should normally take place within 20 days of their receipt of the case. Mediation is a voluntary process and does therefore require the consent and full co-operation of all interested parties. If this is not the case, mediation will be deemed inappropriate.

The failure of either party to engage with the mediation process after agreeing to it may result in the mediation being stopped, and the case being referred back to the Student Complaints Procedure.

Further information about the University's Mediation Service can be found at:
<http://law.kingston.ac.uk/services/centre-dispute-resolution>

4. GOOD PRACTICE AND GUIDANCE FOR STAFF CONDUCTING INVESTIGATIONS

Timeframes

The Student Complaints Procedure sets out clear timeframes for the investigation of complaints and communications with the student. You must ensure that you adhere to these timescales. If necessary, to extend the timescale, you should contact the student with revised timings and inform them of the reason for any delay.

Confidentiality

Insofar as is reasonably practicable, all complaints will be dealt with confidentially. It is important that interested parties are given the opportunity to respond to the matters raised, and therefore the student's complaint will need to be fully disclosed. However, the complaint should not be made known to anyone else without the consent of the student, unless there are overriding statutory obligations. It is important to make it clear that students have the right to raise concerns without the fear of victimisation.

The letter of complaint should only be disseminated to those staff required to provide a response to the allegations or complaint; you can choose to send a copy of the complaint to these relevant individuals, ask a series of questions to enable them to respond, or a combination of both. It may be appropriate to only copy relevant sections to individual staff members. This correspondence should be marked as confidential.

Investigation- Key questions to consider:

- *Is this a complaint or academic appeal?*
- *Should the student be referred to another procedure?*
- *Was early resolution attempted? If not, can the matter be referred back to that stage?*
- *Has the student set out clearly what the complaint is about and which area(s) of the university is/are involved?*
- *Has the student provided evidence in support of the complaint?*
- *What outcome is the student hoping for and can it be achieved?*
- *Is the complaint suitable for mediation?*
- *What assistance or support can be provided to the student taking this forward?*

It may be beneficial to meet with the student as part of your investigation, particularly if they have requested the opportunity to explain their case to you in person. It may also be expedient to meet with any relevant members of staff, review documentation such as handbooks, webpages and leaflets, and request written responses to questions asked of all interested parties.

Concluding a Complaint

When responding to a student's complaint, you should ensure that you address each issue that has been raised, to demonstrate that the matter has been fully considered. If the student's expectations go beyond what the University can reasonably provide or what is in its power to provide, the student should be advised of this in order to manage their expectations. The outcome letter should also include details of the next stage of the Student Complaints Procedure regardless of whether the complaint is upheld in full, in part, or dismissed.

If the investigation concludes that a complaint should be fully or partially upheld, you should document which aspects of the complaint are being upheld, and which aspects any resolution relates to. Any recommendations to resolve the complaint should be clearly stated with timeframes for action where appropriate. Any staff responsible for acting on the action points should have this brought to their attention when the final outcome is circulated. The complaint investigator should liaise with the relevant staff once the timeframes have lapsed to ensure that the action points have been fulfilled. These should also be recorded in the Faculty submission for the Annual Complaints Report.

Where compensation or a financial offer as a gesture of goodwill has been offered as a means of resolving the complaint, the student should be sent an the Acceptance Form along with the outcome letter (see Appendix A). Such offers are usually made in full and final settlement of the student's complaint, i.e. the student, upon accepting the amount offered, will not be able to make a further complaint or appeal about the same issues under the Student Complaints Procedure or via any external route, including the civil courts. It is important to give the student a deadline by which to accept the offer. This will normally be 15 days.

Fast tracking complaints

Upon receipt of a complaint, it is important to identify whether the case may require particularly swift action. Examples of this may include, but are not limited to the following: -

- Complaints involving a threat of serious harm;
- Cases where the impact of the issues raised has detrimental consequences for the student's mental health, or where the student displays significant distress;

- Complaints relating to disability support;
- Cases which concern imminent assessments;
- Complaints with reference to an upcoming graduation;
- Issues of serious and repeated service failure and/or significant delay; and
- Cases of a highly sensitive nature.

The University's decision in this regard is final.

Student Conduct

When a staff member considers that unacceptable behaviour has been demonstrated by a complainant appropriate measures may be taken which may include, but are not limited to the following:

- the student will be informed of this and given the opportunity to modify their behaviour or actions
- the conduct being considered under the Student Disciplinary Procedure; restrictions being applied to the student's contact with the University; (e.g. contact by email only)
- withdrawal of service
- consideration of a complaint being terminated or suspended

The University's decision in this regard is final.

Stage 1: Local Level Resolution

Investigation

Stage 1 complaints may be verbal or in writing; but any verbal communications should be followed up in writing, in order to have a record of what has been said and any actions taken, as well as to provide a formal response.

If it becomes apparent that something has gone wrong for the student and it can be rectified, actions should be taken; this may involve providing explanations for actions that have been taken by the University, taking steps to address administrative errors and correcting records, or facilitating a dialogue between the student and a member of staff if communication has broken down or providing an apology. In addition to any appropriate means of resolution, one or more of the following courses of action may be recommended:

- An apology to the student;
- The payment/refund of any costs incurred by the student;
- An ex-gratia payment to take account of any inconvenience; and/or
- A request that the relevant policy/procedure is revised.

Any payments due to the student will normally be made within 20 days of their acceptance of the offer.

It may become evident that the complaint cannot be resolved locally, e.g. if the allegations raised are complex or serious, or a number of attempts at resolution have not been successful. In these instances it would be appropriate to request that the student submits a Stage 2 complaint; the students should be informed of the reasons for this and advised on any action that has been taken to try to resolve the complaint where appropriate.

Stage 2: Faculty/Directorate Investigation

Investigation

Stage 2 complaint investigations are conducted by the Academic Affairs/Complaint Co-ordinator, for the relevant Faculty/Directorate or their nominee, particularly if the case contains elements of staff conduct. In exceptional cases, the nominee may be from a different Faculty/Directorate, e.g. where the complaint also concerns staff from other Faculties/Directorate.

A letter of complaint should be submitted by the student, along with any relevant documentation from Stage 1, a summary of why they are dissatisfied with the Stage 1 outcome, and any evidence in support of their case. If it is apparent that the student has made no attempt to resolve their case at Stage 1, they should be directed to do this before the complaint is accepted at Stage 2. If the nature of the complaint is not clear, there is no evidence to support the allegations, or the student has not provided a proposed means of resolution, they should be contacted to provide clarification; this can either be done in writing, or through a meeting with the student.

Please note that some cases may be escalated to Stage 2 by the relevant staff member at Stage 1, this often applies where complex or serious issues have been raised which merit a full investigation. In this instance, confirmation should be sought from the investigator at Stage 1 that they requested the matter be escalated.

In addition to any appropriate means of resolution, one or more of the following courses of action may be recommended: -

- An apology to the student;
- The payment/refund of any costs incurred by the student;
- An ex-gratia payment to take account of any inconvenience; and/or
- A request that the relevant policy/procedure is revised.

Where a complaint is upheld in full or in part and involves any financial recompense to the student, the student will be sent a Complaint Acceptance Form (see Appendix A). Any payments due to the student will normally be paid within 20 days of their acceptance of the offer.

Stage 3: Complaint Review

Review

A complaint review is not a reinvestigation of the original complaint, but rather a review of the process of the complaint, ensuring that appropriate procedures were followed and the decision made was reasonable based on the three grounds for a review. A request for a review should be submitted to the Compliance Advisors for complaints relating to service delivery and to Human Resources for complaints concerning allegations of staff conduct. For complaints relating to staff conduct, a reviewer will be appointed by Human Resources who will have had no previous knowledge of the case.

Students must clearly indicate on which ground(s) the review has been requested as well as attaching any relevant documentation from Stages 1 and 2, and any evidence in support of their case.

If the review has been requested on the ground that new material evidence has come to light which the student was unable, for valid reasons, to provide earlier in the process, the reviewer will consult with the investigators of the previous stages. It may be deemed necessary to refer the case back to the previous stage. Where this applies, the student will be advised accordingly and provided with revised timescales.

The Compliance Advisor/Human Resources appointed reviewer will liaise with the investigators at Stages 1 and 2 as part of their review. This individual has the power to overturn the outcomes of the previous Stage but may deem it necessary to refer the case back to the Faculty or Directorate. A response from the Faculty or Directorate will be sought as expediently as possible so as not to delay the process. However, should it be necessary to extend the timescale, the student will be advised accordingly and provided with a revised timeframe.

When reaching a decision, the Compliance Advisor/ Human Resources appointed reviewer may liaise with an independent and previously unconnected member of staff in the Faculty or Directorate, in order to ascertain the feasibility of proposed resolutions.

Where the grounds for review have been upheld in full or in part, in addition to any appropriate means of resolution, one or more of the following courses of action may be recommended:

- An apology to the student;
- The payment/refund of any costs incurred by the student;
- An ex-gratia payment to take account of any inconvenience; and/or
- A request that the relevant policy/procedure is revised

Where a complaint is upheld in full or in part and involves any financial recompense to the student, the student will be sent a Complaint Acceptance Form (see Appendix A). Any payments due to the student will normally be made within 20 days of their acceptance of the offer.

Issuing a Completion of Procedures letter

If a complaint is submitted out of time, and no exceptional circumstances have been provided, or any circumstances provided are not deemed to be exceptional, a Completion of Procedures letter should be issued, rather than the matter being considered. Such a letter informs the student that the internal processes are complete, and informs them of their right to advance the case to the Office of the Independent Adjudicator ('OIA').

Guidance on the structure and content of such a letter can be obtained from the Compliance Advisors or found on the OIA website: <http://www.oiahe.org.uk/>

Recording Complaints Data

At all Stages, all documentation in relation to the complaint, including internal communications and notes of any meetings, should be recorded and provided upon request at higher internal Stages or externally to the OIA, if required.

At Stages 2 and 3 of the Procedure, the following information should also be recorded: -

- The student's KU number;
- Date of receipt of the complaint;
- A summary of the issues raised;
- The staff member handling the complaint (where applicable);
- The Faculty or Directorate the complaint relates to (at Stage 3 only);
- The outcome of the complaint;
- Any remedial action taken; and
- Date of outcome letter.

Where recommendations have been made, there should be provision to record that these action points have been undertaken – with details as to what was implemented, when and by whom. In the instance that recommendations have not been followed, the reasons for this should be logged.

The Compliance Advisors prepare an Annual Complaints Report which includes analysis of the data of Stage 2 and 3 complaints, with all student information being anonymised. This Report is presented to the University's Academic Regulations Committee for consideration. Academic Affairs/Complaint Co-ordinators are responsible for providing the Stage 2 data (as detailed above) in a timely manner for inclusion in the Report.

5. EXCLUSIONS

The following areas will not be considered under the Student Complaints Procedure:

- Any matter relating to assessment and examination procedures or academic appeals – please refer to the Academic Appeals Procedure;
- Any matter relating to student conduct and behaviour (e.g. bullying, harassment) – please refer to the Student Disciplinary Procedure;
- Any matter relating to the quality of academic feedback on work – such issues should be discussed with the Course team;
- Outcomes of the Student Disciplinary Procedure – please refer to the Student Disciplinary Procedure for guidance on appeals arising from this;
- Decisions relating to Notices to Quit – please refer to the Notice to Quit Procedure for guidance on appeals arising from this;
- Any complaints relating to the Union of Kingston Students ('the Students' Union') and/or services provided by the Students' Union– please contact the Students' Union who will investigate under their own procedures;
- Any matter relating to intellectual property rights – please refer to the Intellectual Property Rights Procedure;
- Any matter relating to admissions, including complaints regarding application to the University as part of the admissions process – please refer to the Admissions Complaints Procedure;
- Appeals regarding fee status decisions – please contact Applicant Services;
- Appeals regarding decisions on applications for student funds, such as the Student Hardship Fund or US Federal Aid – please contact the Student Funds Team;
- Complaints about additional cleaning charges, or other charges imposed within Halls of Residence – please contact the Hall Manager for guidance on appeals arising from this;
- Complaints concerning disagreement or dissatisfaction with an existing and agreed University policy or procedure, such as the Tuition Fee Policy or the Withdrawal Policy – these will only be considered if evidence is presented to demonstrate that the appropriate procedure has not been correctly followed – such concerns should be raised with the Students' Union;
- Complaints about staff employed by other organisations, including staff employed at partner institutions, by placement organisers or University contractors – such matters should be raised directly with the relevant institution or organisation;
- Complaints or appeals against matters which have already or are currently being considered by the OIA, a court, or a tribunal; and
- Any anonymous complaints
- Any frivolous complaints in accordance with the OIA definition

6. FACULTY/DIRECTORATE ACADEMIC AFFAIRS/ COMPLAINT CO-ORDINATORS AND COMPLIANCE ADVISORS

Faculty Academic Affairs/Complaint Co-ordinators:

- Faculty of Art, Design and Architecture:
Dennise Yue – D.yue@kingston.ac.uk 020 8417 6351
- Faculty of Arts and Social Sciences:
David Tranter – D.tranter@kingston.ac.uk 020 8417 7341
- Faculty of Business and Law:
Laura Stokes – L.stokes@kingston.ac.uk 020 8417 5449
- Faculty of Health, Social Care and Education:
Manjit Benning – M.Benning@sgul.kingston.ac.uk 020 8725 3361
- Faculty of Science, Engineering and Computing:
SEC-FORM-COM-INFO@kingston-university.com / 020 8417 2673

Directorate Complaint Co-ordinators:

- Applicant Services:
Edward Beales, E.beales@kingston.ac.uk / 020 8417 3515
- Finance:
Gavin Jones, G.jones@kingston.ac.uk / 020 8417 6399
- LRC:
Elaine Cooper, Elaine.Cooper@kingston.ac.uk / 020 8417 2552
- Student Engagement and Enhancement, Student Services and Administration:
Therese Reinheimer-Jones, T.Reinheimer-Jones@kingston.ac.uk / 020 8417 7445
- Student Life, Student Services and Administration:
Keith Houghton, K.Houghton@kingston.ac.uk / 020 8417 7533
- Student Wellbeing, Student Services and Administration:
Ian Jennings, I.Jennings@kingston.ac.uk / 020 8417 2413

Compliance Advisors

Katie Sparks and Julia McGrath:

- 020 8417 7529/020 8417 7522
- studentcomplaints@kingston.ac.uk

Please note: this list is current at time of publication

7. SOURCES OF GUIDANCE AND SUPPORT FOR STUDENTS AND STAFF

Academic Affairs/Complaint Co-ordinators

- Provide advice and guidance to students and colleagues about the Student Complaints Procedure
- Investigate or co-ordinate the response to Stage 2 complaints
- Act as a point of contact for Stage 3 complaint reviews

Compliance Advisors

- Provide advice and guidance to students and staff about the Student Complaints Procedure
- Conduct review of complaints at Stage 3 relating to service delivery
- Provide training to Academic Affairs/Complaint Co-ordinators/investigators on complaints handling

Contact details for the Compliance Advisors in section 2

Harassment Contacts

- Provide advice, support and guidance to students and staff who feel they are experiencing inappropriate behaviour that could be harassment or bullying
- The Harassment Contact volunteers listen to the issue and experience and help to consider how the problem can be resolved

Contact details: [Harassment Contact Scheme](#) / 020 8417 4087

Student Health and Wellbeing

- Provide a number of services to promote student wellbeing, such as stress workshops and counselling, as well as health advice, medical services and complementary therapies

Contact details: health@kingston.ac.uk / 020 8417 2172

Human Resources

- Provide advice on supporting staff who are the subject of a complaint
(Please note: Line Managers would also constitute a source of support for staff)
- Provide advice and guidance to staff investigating complaints about the alleged conduct of Faculty/Directorate staff at Stage 2 of the Student Complaints Procedure
- Appoint an investigator to review any Stage 3 complaints concerning staff conduct

Contact details: hr@kingston.ac.uk; 020 8417 3118; Human Resources, Kingston University, River House, 55-57 High Street, Kingston upon Thames, Surrey, KT1 1LQ

Employee Assistance Programme

- Provides a free and confidential service to staff. Freephone: 0800 243 458 or go to www.workplaceoptions.co.uk
- Information on the Programme can be found on the Human Resources pages on StaffSpace or contact the University Occupational Health team for further information on occ-health@kingston.ac.uk

The Students' Union Support

- Provide advice and guidance to students going through the Student Complaints Procedure
- Can help with collating case documents as well as
- Accompanying students to any meetings in relation to their complaint

Contact details: support@kingston.ac.uk; 020 8417 2974; The Students' Union Support, Union of Kingston Students, Kingston University, Penrhyn Road, Kingston upon Thames, Surrey, KT1 2EE

Occupational Health

- Provide advice to Faculty/Directorate staff on supporting staff who are the subject of a complaint
- Provide advice directly to those staff who are the subject of a complaint

Contact details: occ-health@kingston.ac.uk; 020 8417 7378;

Personal Academic Tutors

All students are assigned a Personal Tutor when they join Kingston University. Personal Tutors provide advice and guidance on academic matters and support students by referring them to expert student services where appropriate.

Trade Unions and Relevant Professional Associations

These are professional bodies which look after the interests of their members and relevant professional practitioners. They can provide advice and support to these individuals when required. In addition, the Employee Assistance Programme (Care First) and The College and University Support Network can provide advice on supporting staff who are the subject of a complaint, or directly support staff who are the subject of a complaint.

APPENDIX A: COMPLAINT RESOLUTION ACCEPTANCE FORM

I,(insert name) accept the offer outlined made by the University on (insert date) in resolution and in full and final settlement of my complaint.

Signed.....

Date.....

Please return this form to the complaint investigator or reviewer making the resolution offer within 15 working days of the date of the offer.

If you are offered a gesture of goodwill payment in resolution of your complaint and would like to accept this, please complete the information below:

YOUR DETAILS (*only to be completed where a goodwill gesture payment has been offered*)

Your Name:

Your Current Address:

Account Name:

Bank Name:

Account Number:

Sort Code:

Payments will normally be processed within 20 working days of your acceptance of the offer and will be made by cheque or bank transfer by the University.