

The Falmouth & Exeter Students' UnionAdvice Service

Complaints

Book an appointment,
get in touch with us:

 01326 255861

 www.thesu.org.uk/advice

 advice@thesu.org.uk

 **THE** FALMOUTH & EXETER
STUDENTS' UNION

In the higher education context, student complaints can be divided into two types:

- **Academic-related complaints:** matters relating to course delivery and your ability to study effectively.
- **Non-academic complaints:** matters that relate to your life at university that fall outside the academic context.

An academic complaint is likely to be a complaint against your University. So too might a non-academic complaint. However, the position is made a bit more complicated by the fact of the two Universities sharing several facilities and amenities, including the library and catering, both of which are run by FX Plus.

Complaints Procedures

As you would expect, each of the Universities has its own complaints procedure, as does FX Plus:

- [Exeter](#)
- Falmouth
- [FX Plus](#)

Common to each of the procedures is that they start with an informal stage under which you can try to resolve your concern.

It will usually be worthwhile trying to resolve your concern this way – generally it's quicker and it's likely to be less stressful for everyone involved.

Before commencing a complaint...

...take a bit of time to identify and assess the substance of your complaint and what you would like the outcome to be.

Both these things are important, not least because you will need to make these matters clear in your complaint.

Preparing Your Complaint

Take care to ensure that you start your complaint within any time limits the complaints procedure might include.

In addition, take some time to consider what you should include in the complaint and how you present it. Take care to provide a clear account of what did or did not happen and why those facts have led to your complaint.

Bear in mind that the person(s) dealing with your complaint may not have the level of background information that you have. Therefore, take care to ensure that the information you provide is comprehensive (while also being as concise as reasonably possible). Ordinarily, it is a complainant's responsibility to provide the information and evidence relevant to the issue so that you should not expect the person dealing with it to seek this on your behalf.

Getting Advice

You can get advice from the Students' Union's Advice Service. You can book an appointment with one of our advisers [here](#).

Alternatively, email your enquiry to advice@thesu.org.uk