The main aim of the Student Advice Centre is to provide a high quality, professional, free and confidential advice, support and representation service to all University of Sheffield students.

If you have any comments or suggestions about the service provided by the Student Advice Centre you can speak to any of the staff in the Student Advice Centre or to the Welfare Officer in the Students’ Union Sabbatical Office. You can also submit feedback via the Students’ Union website: http://su.sheffield.ac.uk/feedback.

If you are unhappy with the service provided, you can complain using the Student Advice Centre complaints procedure, which is set out below.

This procedure describes how you can make a complaint about the Student Advice Centre and the process by which the complaint will be considered. Complaints will be considered from users of the service, members of the Students’ Union, organisations and members of the public.

This procedure does not cover complaints by members of Students’ Union staff in relation to their employment, for which separate procedures exist, as set out in the Staff Handbook.

Complaints may cover any issue relating to the service, including the following:

- unfair or unreasonable treatment by the Student Advice Centre
- dissatisfaction with the service, such as inadequate service, unacceptable delays or failure to deliver a service
- disputes between the user and the Student Advice Centre over policy, procedure or activities
- staff behaviour

If your complaint relates to immigration advice or immigration services you may either complain using the Student Advice Centre procedure set out here, or alternatively you may complain to the Immigration Services Commissioner. See section below for further details.

If you want to make any suggestions or provide feedback about the service, or to complain informally, you can speak to any member of staff in the Student Advice Centre. They will try first to resolve the problem. If this is not possible or if you are dissatisfied with the proposed resolution, you can go to stage 1, which is the first part of the formal process.

Stage 1
If you are not satisfied with the response to your informal complaint, or if you prefer to go immediately to the formal process, you should contact the Advice Centre Manager by email to advice@sheffield.ac.uk

Your complaint will be acknowledged with an auto reply when it is received. After investigation, the Advice Centre Manager will reply to you, within ten working days wherever possible. If the investigation will take longer than ten working days, you will be notified of this. The Advice Centre Manager’s response to your complaint will summarise what investigation has been carried out and what action, if any, is proposed to resolve the matter. If the complaint relates directly to the Advice Centre Manager, this will be investigated by the Head of Advice and Representation.

**Stage 2**

If you are not happy with the response from Student Advice Centre, you can complain in writing to the Students’ Union President. The President, or another Students’ Union Officer, will then respond to you within ten working days.

If you believe that you have not been fairly and reasonably dealt with at Stages 1 and 2, you may ask for the matter to be referred to the next stage of the procedure. This would be in accordance with Bye Law 15, 16 and 20 of Students’ Union constitution and a complaint would next be submitted to the Students’ Union President. They will refer the matter to the Chief Executive or their representative for investigation.

All of the Students’ Union’s Bye-Laws are available at http://su.sheffield.ac.uk/make-a-change/how-your-students-union-works/constitution

**Complaints to the Office of the Immigration Services Commissioner**

If your complaint relates to immigration advice or immigration services you may either complain using the Student Advice Centre procedure set out above, or alternatively you may complain to the Office of the Immigration Services Commissioner (OISC).

A full copy of OISC’s complaints scheme is available at www.gov.uk/oisc

**Recording and Monitoring of Complaints**

All formal complaints will be recorded and kept on file by the Advice Centre Manager and Head of Advice and Representation. Complaints are monitored and reviewed regularly.

**Confidentiality**

Complaints will be treated confidentially and details of a particular complaint will only be disclosed to those members of staff or Students’ Union Officers who need to know in order properly to consider the complaint.

If it is necessary to disclose confidential information about your case to someone outside the Student Advice Centre (such as a Union Officer) in order to consider the complaint then you will be asked for your consent before the disclosure takes place. No information will be disclosed without your consent.
Publicising the Complaints Procedure

The availability of the Student Advice Centre’s complaints procedure is publicised to students through our leaflets and is available on our website. Copies of the full procedure are available to students on request.

Reviewed - 24.05.18