

Complaints Student Guide

If you feel dissatisfied with your experience at The University of Law then you have the right complaints procedure and some tips for filling out the complaint and review forms. As this is only a guide, it is important that you read the Overarching Policy for Academic Appeals and Student Complaints and the Student Complaints Policy before making your complaint.

What can I complain about?

Complaints can be made about any aspect of your University experience, except:

- ◁ Appeals against the decisions of Examination Boards, or issues related to assessments (conduct or content), final results or concession applications, as these are G

complaint.

complaint, then the University offers an appeal process. The appeal form is sent to you with the outcome of your original complaint and must be completed **within 14 calendar days** of receipt and returned in the same way as the complaints form. You must either:

1. provide this initially; or
2. demonstrate that the formal complaints procedure was not followed correctly and that



