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The Complaints and Appeals Team will acknowledge receipt of the Stage Two complaint within three working days. The complaint will be allocated to a Complaint Manager who will aim to investigate and respond within eight working weeks.

The Stage Two complaint should be submitted via the [Complaints Submission site](https://forms.uwe.ac.uk/sites/complaints/Pages/Welcome.aspx) or if you have no access to this site, please contact [complaints@uwe.ac.uk](mailto:complaints@uwe.ac.uk) (Telephone 0117 3283371) for the appropriate form. Provide as much necessary detail as you can, including the steps taken at Stage One and documentary evidence where possible. Complaints will not normally be accepted if submitted more than 3 months after the Stage One response has been received.

It is anticipated that the majority of issues can be resolved informally at Stage One; however, if you are unhappy with the Stage One response you may feel it appropriate to submit a formal Stage Two complaint for consideration by the Complaints and Appeals Team. Students may wish to seek independent support and advice from the [Students’ Union Advice Centre](http://www.uwesu.org/support/advice-centre/).

The Stage One response should normally be made in writing and should include information on the 'next steps' for you to take if you remain dissatisfied.

The person receiving the Stage One complaint will aim to resolve the matter as quickly as possible. If for some reason there is a delay in responding to you, an update on the progress made will be provided by the person handling the complaint. You may request to meet with the person handling your complaint if you wish to do so.

Complaints will not normally be accepted if submitted more than 3 months after the issue arose. Include as much relevant information as possible, including the outcome you are hoping to achieve, but remember that unnecessary detail can be confusing and could prolong the process.

If you are dissatisfied with a UWE provision or service and wish to make a complaint, the first step of the Complaint Procedure is to raise awareness of the problem and to discuss it, either in person or via email, with the relevant staff in the faculty or service. If you are unsure who this is, please contact [InfoPoint](http://www1.uwe.ac.uk/students/informationpoints) or email [complaints@uwe.ac.uk](mailto:complaints@uwe.ac.uk)

**The Complaint Procedure**

The Stage Two decision will be explained in a letter and sent to the address provided on the Stage Two form. It will include information regarding the ‘next steps’ to take if you remain dissatisfied with the outcome.

If you are dissatisfied with the outcome at Stage Two, you may choose to escalate the case to Stage Three so that it may be reviewed by the Head of Complaints and Appeals.

The Stage Three complaint should be submitted via the [Complaints Submission site](https://forms.uwe.ac.uk/sites/complaints/Pages/Welcome.aspx) or if you have no access to this site, please contact [complaints@uwe.ac.uk](mailto:complaints@uwe.ac.uk) (Telephone 0117 3283371) for the appropriate form, within three months of the date of the Stage Two response. Please provide clear reasons as to why you remain dissatisfied. Students may also wish to seek independent support and advice from the [Students’ Union Advice Centre](http://www.uwesu.org/support/advice-centre/).

*The Complaints Procedure has been designed to be flexible and there may be some instances where the Complaints and Appeals Team determine that it is appropriate to bypass one of the three stages (for example, a complaint may go straight from Stage One to Stage Three).*

The Head of Complaints and Appeals will review the complaint and will aim to respond within four working weeks, s/he may not feel it necessary to carry out a full new investigation of the matters raised.

The Stage Three response will be provided within a 'Completion of Procedures' letter, this letter concludes UWE's complaint procedure. If you are a current or (recently) former UWE student, the outcome letter will also provide information on how to make a complaint to the [Office of the Independent Adjudicator](http://www.oiahe.org.uk/) if you remain dissatisfied.

The Complaints and Appeals Team will acknowledge receipt of the Stage Three complaint within three working days.