



Complaints Procedure for Students Not Studying at the University of Sunderland

1 Principle

- 1.1 The University of Sunderland is committed to providing high quality services. It welcomes the opportunity to correct mistakes and clarify misunderstandings and to respond positively and constructively on any occasion when you feel the need to express dissatisfaction with a particular service or other aspect of University of Sunderland provision.
- 1.2 This procedure is designed to allow users of The University of Sunderland Assessment Centre to raise such issues if they are not students of the University of Sunderland. Students of the University should use the Student Complaints Procedure to raise any such issues, a copy of which can be found on the University's website; <https://my.sunderland.ac.uk/pages/viewpage.action?pageId=105484836&preview=/105484836/127109999/Student%20Complaints%20Procedure%20v9.pdf>

2 Scope

- 2.1 This complaints procedure covers:
 - 2.1.1 Matters and procedures that are clearly the responsibility of The University of Sunderland Assessment Centre and its staff in relation to the provision of a professional assessment of needs under Disabled Students Allowance.
- 2.2 This complaints procedure excludes:
 - 2.2.1 Matters that are the responsibility of your funding authority, including decisions about the funding of support from DSA. These issues should be raised by you directly with your funding authority.
 - 2.2.2 Matters pertaining to the supply, use, quality, maintenance and repair of equipment and services supplied through DSA funding. These matters should be raised by you directly with the supplier concerned.

3 Procedure and Time Scale

- 3.1 You can expect that any complaint you make will receive timely and appropriate attention. The University will deal with complaints discreetly and sensitively and you will be treated without discrimination or disadvantage. Any complaint will be dealt with in as confidential a manner as is practical; however any evidence submitted as

part of the complaint will be made available to both the complainant and those members of staff who must see it in order for the complaint to be considered. You will always receive a response to your complaint and, if your complaint is upheld, the University will, wherever possible, put things right. If a complaint is not upheld, you will be given reasons for the decision.

- 3.2 The University is unable to address anonymous complaints. In addition, the University reserves the right to terminate any complaint which is deemed by the University to be frivolous, vexatious, or malicious.
- 3.3 To enable the University to investigate and respond to your complaint in a timely manner you should not make your complaint any later than one month after the issue arose. The University will rule such complaints out of time unless there is compelling reason for the delay.
- 3.4 The University is committed to dealing with all complaints as quickly as possible and will normally follow the time limits set out below. You will be informed of any delay and the reason for it if one should arise.
- 3.5 You should take the matter of complaint directly to the member of staff best able to deal with it as soon as possible.
- 3.6 If you are dissatisfied with the response to your attempt to resolve the matter directly with the member of staff concerned, you should contact the Head of Disability Services in writing and outline your complaint, describe what you have done already to resolve your complaint and give details of the response you have received, explain why you remain dissatisfied and specify the redress you are seeking.

The Head of Disability Services will acknowledge receipt of your complaint within five working days and undertake an investigation into the complaint. You will be provided with a written response not later than twenty working days after receipt of the complaint. If the complaint is upheld, you will be informed what action is to be taken. If the complaint is not upheld you will be given reasons for the decision.

- 3.7 If you remain dissatisfied with the response and wish to take the matter further, you have the right of appeal. Within five working days of the receipt of your response above, you must write to the Assistant Director of Student Journey explaining why you remain dissatisfied.

The Assistant Director of Student Journey will review the complaint and make a determination, which will be communicated to you and all other relevant parties, normally within ten working days. If this timescale is to be extended for any reason, you will be advised of this in writing. This determination will conclude the University's consideration of the complaint.

4 External Organisations

If you remain dissatisfied with this response you may wish to contact your funding body or the Department for Education – relevant contact details can be provided upon request.

To contact The University of Sunderland Assessment Centre:

The University of Sunderland Assessment Centre
University of Sunderland
Edinburgh Building Level 1
City Campus
Chester Road
Sunderland
SR1 3SD

Telephone: 0191 515 2249

Email: assessmentcentre@sunderland.ac.uk