



Advice &
Support at
Keele SU

COMPLAINTS POLICY

The Advice & Support at Keele SU (ASK) Complaints Procedure is intended to resolve a dispute between ASK and anyone using the service.

If you are unhappy with the service you have received from ASK you can contact the Membership Services Manager (ASK) at su.ask@keele.ac.uk. In most cases, the Membership Services Manager (ASK) should be able to resolve the matter at this stage.

STAGE ONE

If you would like to make a formal complaint you can do so by using the form attached or sending a letter or email to the Deputy Chief Executive Officer (Membership) at f.harris@keele.ac.uk.

If the complaint is about the Deputy Chief Executive Officer (Membership), see Stage 2.

On receipt of a complaint the Deputy Chief Executive Officer (Membership) will contact you within 5 working days and give a date when you can expect a detailed response.

STAGE TWO

If you are unhappy with the outcome from Stage One, or your complaint is about the Deputy Chief Executive Officer (Membership), the Union Development and Democracy Officer will deal with the complaint under Keele SU Complaints and Grievance Procedure.

In this case, the complaint should be made in writing to the Union Development and Democracy Officer (su.uddofficer@keele.ac.uk).

If your complaint is about debt advice or credit information services and you are not happy with the response, your complaint is rejected, or you do not hear from them within eight weeks, the Financial Ombudsman Service (FOS) may be able to help you. <http://www.financial-ombudsman.org.uk/>.

STAGE THREE

If you are still not satisfied the final recourse would be to the relevant University Authorities (University Ordinances XV7a):

‘Any student who remains dissatisfied after exhausting all internal procedures in the Students’ Union and in the University either in dealings with the Students’ Union or because of a claim to be disadvantaged having opted out of Students’ Union membership may address a complaint in writing to the Secretary to Council’

If you need to contact ASK:

Email: su.ask@keele.ac.uk

Post:
Advice & Support at Keele,
Keele University Students’ Union,
Keele,
Newcastle,
Staffordshire,
ST5 5BJ

Please see next page for details to include in your complaint.

Complaint Form (Please copy and paste these details into an email when submitting your complaint)

Name:

Keele ID number:

Address :(Keele)

Address: (Home)

Tel: (Keele)

Tel: (Home)

Email: (Keele)

Email: (alternative)

Signed

Please tell us the details of your complaint

Please tell us what you feel should / should not have happened

Please tell us what you would like us to do now

Send this form to the details above, marked for the attention of either the Deputy Chief Executive Officer (Membership) or the SU Union Development and Democracy Officer, accordingly. Thank you for completing this form. You will receive an initial response within 5 working days.