



## Complaints Procedure

Our staff are committed to delivering a high standard of customer service at all times. If you feel we have fallen short of this for whatever reason, please let us know so we have the chance to put things right.

If you require further information regarding the remit of the Student Hub you can find it at: [www.mmu.ac.uk/students/hubs/student\\_hub\\_service\\_delivery.pdf](http://www.mmu.ac.uk/students/hubs/student_hub_service_delivery.pdf)

You may wish to comment specifically on the following aspects of our service:

- Attitude
- Reliability
- Knowledgeability
- Confidentiality
- Helpfulness
- Physical Environment

## What to do?

In the first instance, please discuss the issue with us. We will aim to resolve matters to your satisfaction. We expect that the majority of complaints will be resolved at this stage. You can do this by:

- Speaking to the Hub Advisors in person at the Student Hub
- E-mailing us at [studenthub@mmu.ac.uk](mailto:studenthub@mmu.ac.uk)

## What we will do

The Senior Hub Adviser will investigate your complaint accordingly. He or she will:

- Make a record of your complaint
- Get back to you with an outcome within 5 working days

If your complaint relates to a policy or procedure that is the responsibility of another part of the University we will let you know. If you wish, we will pass on the complaint to the appropriate manager, working together with them where appropriate to resolve the issue.

## Not resolved satisfactorily?

If the Hub Advisors are unable to resolve your complaint and you wish to take things further they will pass it on to their line manager who will consider the case.

The line manager will look into it and will respond to you within a further 5 working days. If, as part of the investigation, they need more time then you will be advised by e-mail of this.

If the line manager is unable to resolve your complaint you will be directed to the University's Student Complaints Procedure - [http://www.mmu.ac.uk/academic/downloads/stud\\_reg/update/5.pdf](http://www.mmu.ac.uk/academic/downloads/stud_reg/update/5.pdf)

## Advice

If you feel you would like advice before making a complaint you can contact the Advice Centre at The Union MMU who will be happy to help you - [www.theunionmmu.org/your-advice-centre/](http://www.theunionmmu.org/your-advice-centre/)

## Confidentiality

Complaints will be dealt with in a confidential manner. However for a complaint to be investigated fully and appropriate action taken, it may be necessary to disclose your identity as part of the investigation.

## Review

All our complaints are reviewed on an annual basis in order to identify areas that we can improve. The Student Hub publishes statistics and comments annually regarding your feedback. You can find this at <http://www.mmu.ac.uk/students/hubs/>