

COMPLAINTS

Where do I start?

If you feel dissatisfied by any aspect of your life and studies at Manchester Metropolitan, please let us know. Don't feel afraid to express your needs and expectations or to tell us if we've got things wrong.

Complaints may centre on your academic department, University facilities, service staff, fellow students or other issues. There are different ways of making your concerns heard.

Manchester Metropolitan encourages the use of an informal process to resolve dissatisfaction quickly in your department where possible though discussion with your tutor or course leader. If you are still not satisfied, you may initiate a formal complaint. Find information and the form at www.mmu.ac.uk/academic/casqe/regulations/assessment/docs/complaints.pdf. Submit your completed complaints form to a Hub or complaintsappeals@mmu.ac.uk.



Visit a Hub if you need assistance



Student Hub

www.mmu.ac.uk/studenthub

COMPLAINTS

Your Student Hub

Your Student Hub can assist with questions and complaints, especially if you are not sure where to begin, www.mmu.ac.uk/studenthub

Your Advice Centre

Your Advice Centre at The Union MMU can provide impartial support with your complaint. Find them at www.theunionmmu.org/your-advice-centre or call 0161 247 6533.

Buildings and Facilities

If you have a complaint about a building or facility, in the first instance contact the reception desk in the building in question. The web page www2.mmu.ac.uk/estates-facilities has a list of phone numbers for reception desks, email forms for comments and feedback, and contact numbers for repairs.

Library

Manchester Metropolitan's Library Services solicits feedback about the Library at <http://libguides.mmu.ac.uk/contacts> and publishes responses online twice a year to show how complaints are resolved.

Accommodation

Student Living operate their own complaints process should you be dissatisfied with your University residence hall. An informal procedure and more formal process and complaint form may be found here: www2.mmu.ac.uk/accommodation/contract-information/policies/

For issues not addressed above or for other concerns or questions, please contact Student Services at 0161 247 5959 or email studentservices@mmu.ac.uk.

*Please remember this is only an overview.
For the most complete and up to date information
speak with an Advisor at your nearest Student Hub.*