

Complaint Statement Writing Guide

How This Guide helps

The following step by step guide provides you with basic information and advice on what to do if you wish to raise a complaint to the University. If you would like additional support, you can contact us using the details below. Please note that an adviser will not be able to predict the outcome of any complaint meetings.

Contact Details



023 8059 2085



advice@susu.org



The Advice Centre - SUSU



susu.org/support

Wellbeing

It is important to recognise that it is normal and natural to feel some anxiety when you are following a formal process and that the University has support in place to help you with your wellbeing. You can contact the Universities Wellbeing Team on studenthub@soton.ac.uk or by calling **023 80 599 599**. They are available **24 hours a day, 7 days a week**.

Reasons for a Student Complaint Statement

While there is no requirement to write a student statement, here is how it may help a complaint. A student statement:

- Helps you focus on key points and make the case for your desired outcome
- Shares key points with a supporter/companion before your Stage 1 Meeting
- Answers questions the Stage 1 Investigator may have
- Acts as a 'script' in your Stage 1 Meeting
- Forms part of the official record of the meeting
- Is a written record to help the Stage 1 Investigator consider your Student Complaint

Potential sections include:

Introduction

A chance to 'thank' the Investigator, show you are familiar with the Student Complaint regulations, set out your desired outcome and to refer to evidence submitted.

Main body

An opportunity to explain your experiences and link them to any relevant policies, processes or reasonable expectations that relate directly to your complaint.

Further Information

Here you may wish to describe steps that you have taken to try and resolve matters. It may be a chance for you to describe what the impact of the matters under discussion, have been on you. If you have been accessing support resulting from the issues under discussion, this may be an opportunity to disclose this to the investigator.

Summary/desired outcome

While a Stage 1 investigation provides ample opportunity to present key facts you may wish to finish with a sentence summarising the key message for your Stage 1 investigator. A summary is also a chance to remind the investigator of the outcome you are seeking.

Disclaimer:

While care has been taken to ensure that information contained in The Advice Centre publications is true and correct at the time of writing, changes in circumstances after the time of publication may impact on the accuracy of this information. The Advice Centre and SUSU cannot accept responsibility for any actions taken as a result of advice given in this publication.

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 advice@susu.org
 **02380 592 085**

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Southampton University
Students' Union