

Guidance for group complaints

We can accept complaints from groups of students who share (broadly) the same concerns. One Student Complaint form can be completed and the names of each of the students who are making the group complaint should be listed in the section of the form “**Details about your complaint**”, along with their contact email addresses.

You must follow all other aspects of the procedure and available guidance about making your complaint set out online. I.e: you are responsible for providing evidence at the outset to support your concerns, you must raise your complaint within 3 months of the concerns first arising and they must be in scope (Section 3 of the Policy).

The complaint form should be sent to the Compliance Team (studentprocedures@cumbria.ac.uk) who will review the complaint and confirm the next steps. How we organise this will depend on a number of factors.

If your concerns go forward as a group complaint, you will be asked to nominate one point of contact (this is invited on the complaint form) and in most cases, it will be this person that we will correspond with as your complaint is taken forward.

However, we also need to make sure that each individual student does wish to be part of the group complaint. Each student named on the form should contact studentprocedures@cumbria.ac.uk individually and from their University email address and do a number of things:

- i) State “**Linked to the complaint submitted by XXXXX**” in the subject line so we can collate everything and make sure it is taken into consideration.
- ii) Confirm you do wish to be part of the group complaint and agree to the nominated point of contact. If you do not confirm this by email, we will discount you from the group complaint and you will not receive an outcome.
- iii) State whether you share the same concerns or have something to add or remove. *Sometimes, an individual student does not wish to complain about a particular aspect or has an additional concern that is individual to them alone.* This can be accommodated in the group complaint and you should provide evidence/supporting information if you wish to add a different concern.
- iv) Confirm the impact of the complaint on you individually. Sometimes the issues have the same impact on each person – but you have the opportunity to explain anything that has affected you differently. You may even want different remedy to be considered.
- v) Tell us if you have a disability/specific learning difficulty and would like reasonable adjustments to be put in place to assist you during the process; please do suggest what those adjustments might be. This often relates to any appointments there may be so you will not necessarily be asked to meet or speak with the staff member considering the complaint. We will note any reasonable adjustments though and ensure they are in place as needed as the complaint progresses.

In some cases, adding or removing from the original complaint makes the complaint very different, in which case, we will advise it is taken forward on its own.

Although we will normally liaise with the nominated point of contact, we may contact any of you individually to discuss your concerns or how you believe they have impacted on you.

Please note that depending on the number of you and the complexity of the complaint, especially if any of you have different concerns, this may affect the timeframe for considering your complaint and we may decide to take the concerns forward as individual rather than group complaints. We will keep you updated if we need a little longer than anticipated or if an individual approach will be taken.

Each of you will receive the outcome either by email or as a completed Complaint Investigation Report along with information about a Complaint Review, in case you are not content with the outcomes and you have grounds to request a Review.

A group Complaint Review request cannot be accepted. However, as an individual student you can make your own request using the Complaint Review Request form available to download from <http://www.cumbria.ac.uk/studentcomplaints>.