

Using AI Tools When Making a Complaint

We recognise that artificial intelligence (AI) tools, such as ChatGPT, Copilot and similar applications, can be useful in helping students draft, organise or proofread written complaint or disciplinary submissions. This may be particularly helpful for students whose first language is not English, or for students with dyslexia, ADHD or other specific learning differences. However, if you choose to use AI, it is important that your complaint remains your own.

What AI can help with?

You may find AI useful for checking grammar, spelling and sentence structure. improving clarity and readability and helping you organise your thoughts into a clear timeline. It can also be used to summarise information that you have already written and can suggest ways to present your concerns more clearly.

What AI should not do? You should not rely on AI to:

- Write your complaint/statement for you from scratch.
- Add information that you have not provided.
- Interpret events that it has no direct knowledge of.
- Generate legal arguments or references to legislation that you do not understand.
- Exaggerate the seriousness of events or make assumptions about the motives of others.

Remember that you are responsible for everything submitted in support of your complaint, whether it was drafted by you or generated with the assistance of AI.

Why this matters

We are increasingly seeing complaints and written statements made ahead of disciplinary procedures where AI-generated content includes issues that the student did not originally intend to raise, uses legal terminology or references to legislation that are not relevant to the University's complaints procedures, and creates an unnecessary adversarial tone. Sometimes it will make allegations that are not supported by the evidence the student has provided, or it contains inaccuracies, misunderstandings or "hallucinations" generated by the AI system. In the case of complaints, this can make it more difficult for the University to understand and investigate the concerns that are genuinely important to you and it is likely to mean that we will require significantly more time to address every aspect of the complaint. This may delay any remedy you are looking to receive.

Our advice

The most effective complaints are usually those that explain clearly what happened, describe the impact on you and state what outcome you are seeking. If you want help in constructing your complaint, the Students' Union can offer that support. When you have finished drafting your complaint, we suggest that you ask yourself:

- Is this written in my own voice?
- Does everything included reflect my actual experience?
- Do I understand and agree with every statement that has been made?
- Are there legal or technical terms that I would struggle to explain if asked about them?
- Is the tone respectful and focused on resolving the issue?

If the answer to any of these questions is "no", you should revise the document before submitting it.

Keep it focused

Longer complaints are not necessarily stronger complaints. A concise submission that clearly explains the key issues will often help us understand and investigate your concerns more effectively than a lengthy document containing repeated arguments or information that is not directly relevant.

Our aim is to understand your concerns and reach a fair outcome. Submissions that are clear, accurate and expressed in your own words are usually the most helpful in achieving this.

In conclusion

AI can be a valuable tool when used appropriately, particularly for students who use it as an accessibility aid or to help organise and express their thoughts. However, it works best when it supports, rather than replaces, your own account of events. Complaints are often most effective when they are clear, relevant and written in your own voice. Over-reliance on AI can sometimes introduce unnecessary complexity, irrelevant issues or inaccuracies, making it harder for the University to understand and address the concerns that matter most to you.