

# Student Complaints procedure 2024/5

<https://my.cumbria.ac.uk/Student-Life/Support/Responding-to-your-concerns/Student-Complaints-Procedure/>

## Early Resolution

Direct contact with the relevant Service or Programme team, through Personal Tutor etc.

## Complaint submitted by student -

by student complaint form and Email via Studentprocedures@cumbria.ac.uk

## Eligibility Assessment

Student Casework team will complete the **Eligibility Assessment** within 10 working days.

The student will be advised on which of the following steps will be taken:

- Refer the concerns to the Principal Lecturer or Service Manager for consideration (eligible)
- Refer the complaint to an independent Complaint Investigation Officer for formal investigation (eligible)
- Notify the student that the complaint is out of time or out of scope (not eligible).

**NB: students must provide evidence when making their complaint. Students may be asked to provide additional information before next steps can be taken.**

