

Student Complaints || Staff Guidelines¹

Advice and support for staff who are the subject of a student complaint



The University is committed fostering a culture that encourages and supports students to come forward with concerns and complaints if they are experiencing issues. It is recognised that undertaking and being subject to a student complaint process can be a difficult experience for both students and staff members. Supports available to students seeking to raise concerns and submit complaints are highlighted in the Student Guidelines. Guidance information and support for staff who are the subject of a student complaint and are asked to take part in a University investigation is provided in this section:

- The Student Complaints Policy states that a staff member named in a complaint is entitled to respond as part of the complaint handling process at local (Stage 1) and University level (Stage 2).
- Any staff asked to take part in a University level investigation of a complaint (Stage 2) will be invited to meet with the appointed Investigating Officer. The purpose of meeting is for the Investigating Officer to gather information, to ensure that the investigation is conducted in a way that is thorough and fair to all involved.
- Meetings with staff asked to participate in a University level investigation of a complaint (Stage 2) will be conducted in an appropriately sensitive manner, while recognising that it is part of a formal University process.
- All students and staff engaged in the pursuit and resolution of student concerns and complaints are required to do so in a manner that upholds the dignity and respect of all members of the University community.
- Raising concerns and complaints should be done in a courteous and respectful manner. Students are guided to remain factual and to use respectful language when expressing dissatisfaction. However, while on occasion emotive or ill-advised language may be used, the Investigating Officer will focus only on the facts of the complaint as established by the evidence.
- Being named in a complaint can be challenging. Staff may wish to talk to someone such as a trusted colleague or their HR Partner. The University also provides support to staff via the [Employee Assistance Service](#).

Further information

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¹ The guidelines are informed by guidance and resource materials produced by the [Scottish Public Services Ombudsman](#); University of Dundee [Student Complaint Guidance](#); Glasgow Caledonian University [Student Complaint Guidance](#); University of Glasgow [Student Complaint Guidance](#).