



## SUGGESTIONS, COMPLIMENTS AND COMPLAINTS

### GENERAL INFORMATION

The University of Liverpool always wants to provide you with the best student experience, by giving you excellent teaching and student support services as well as lots to do when you are on campus. However, it understands, that there may be times when you may feel unhappy with what we provide and will want to tell us about a suggestion you may have or to make a complaint. We are describing, a complaint as being when you tell us that you are unhappy with the programmes, courses, facilities or services we provide for you.

There are three stages within the University Complaints Procedure; Early Resolution, Formal Complaint and Review. By following this process you will be able to make your complaint and also have the chance to ask again if you are not happy with the way we have tried to fix it.

At the English Language Centre, we welcome your feedback and suggestions. We will always try to act on your feedback to help us offer the best experience for all our students.

If you are currently studying with us or have recently studied with us and you have some feedback about something we are doing particularly well or something you would like us to change you can:

- Talk to your Group Tutor, before or after class, or during an individual tutorial
- Talk to your class representative and ask him or her to mention it at a Staff Student Liaison Committee (SSLC) meeting
- Talk to your Course Academic Lead/Coordinator
- Talk to ELC Operations
- Mention it on your feedback form(s)



If you feel we have not done enough to help you, you may want to raise the issue more formally. This document will help you understand the steps you should take to raise an issue formally and, if you are not happy with how the ELC deals with the issue, to make a complaint to the University.

Full details of the University of Liverpool Student Complaints Policy and Procedure can be found at:

<https://www.liverpool.ac.uk/student-administration/policies-procedures/complaints/>

The ELC will always follow the University of Liverpool Student Complaints Policy and Procedure. This document is a summary of some of the main points to try to make the process easier to understand and is intended only to help students at the University of Liverpool English Language Centre.

## WHO CAN RAISE AN ISSUE OR MAKE A COMPLAINT?

You can raise an issue or complaint if:

- you are studying as a student at the University of Liverpool (on campus or online) or have recently studied (normally no longer than three months since you left).
- you are a group of students who want to raise something, provided you give us the name of one person in the group who we can discuss the issue with.

Normally the complaint will be made by the student(s) concerned but you can also ask someone to make a complaint on your behalf, if you tell us in writing that this is what you want to do, and you give the University permission to communicate with this other person. In this case, you understand that we may have to give the other person information about you to discuss the complaint with them.



## WHAT CAN YOU EXPECT FROM US?

- We will treat you fairly and consistently following the policy set out by the University
- We will make sure that you do not suffer any disadvantage from making a complaint in good faith
- We will treat your complaint confidentially. However, sometimes we will need to talk to other people to deal with the complaint
- We will invite you to bring a friend or colleague with you if you are invited to an in person/online meeting to discuss the complaint
- We will try to solve the problem as quickly as possible and within the timescales set out below; however, there may be a need for the University to make reasonable adjustments to the timescales to meet its obligations under the Equality Act

## EARLY RESOLUTION

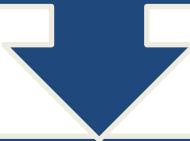
Do not wait to tell us that you are unhappy. Most complaints can be resolved informally. You must normally raise any issue of concern within one month after it has happened. We will not normally consider any issues of concern more than three months after the thing you are complaining about happened. Raising an issue of concern is the first step of the Student Complaints Policy and Procedure. You should always follow this step first, so that we can try to deal with your concern informally. This is called Early Resolution.

Most problems can be resolved this way without a more formal complaint being necessary.

We will keep a record of any issues of concern relating to ELC services, but we do not report them to the University.



**STEP 1:** Speak or write to your Course Academic Lead/Coordinator or ELC Operations telling them about your concern and saying what you would like them to do about it. You should give all the documents and evidence about your concern. **You should make it clear that you are raising an issue of concern which you would like to be recorded.** If you do not want to speak to your Course Academic Lead/Coordinator, you can raise your concern with the Course Senior Academic Lead or ELC Operations.



**STEP 2:** Your Course Academic Lead/Coordinator (or Course Senior Academic Lead or ELC Operations) will fill out a form with you to make a record of your concern. You will also be given a copy of this form. The Course Academic Lead/Coordinator will try to solve the problem, and may need to speak to other colleagues, such as the Course Senior Academic Lead or ELC Operations Manager.



**STEP 3:** We will write to you, normally within 10 working days to tell you what we have done about your concern. If you are one of a group raising an issue of concern, we will write to each member of the group individually. If it is not possible to respond to your concern within 10 working days, you will be told why in writing and given an expected date when your concern will be dealt with.



**STEP 4:** If you are still not happy once you have heard about the result of your Early Resolution, you should submit a Formal Complaint.

**PLEASE NOTE:** If your concern is about other facilities or services offered by the University (e.g. Accommodation, Catering or the Library etc.), you should speak or write to the person responsible for those areas or that service. For example, if you are not happy with your accommodation, you should contact the Accommodation Office and tell them about your problem. If you are unhappy with the service offered by the cafés on



campus, you should tell one of the people working in the café. Likewise, if you have a problem with the Library, you should speak to a member of Library staff. If you do not know who to speak to, you can talk to the ELC Reception who will help you find the right person to talk to. We will make a record of your enquiry.

## RAISING A FORMAL COMPLAINT

If you are not happy with the response you receive about your Early Resolution, you should submit a formal complaint.

You should download and complete the complaints proforma at <https://www.liverpool.ac.uk/student-administration/policies-procedures/complaints/>

You can also ask ELC Operations for help with accessing this form. If you cannot visit ELC Reception in person, you can email them at [elc@liverpool.ac.uk](mailto:elc@liverpool.ac.uk).

On this form, you should tell us:

- the nature of the complaint
- the Early Resolution steps already taken (if any) and a statement detailing us why you remain dissatisfied
- details of the response you received
- and, what response you are looking for

Please see below for details of how your complaint will be handled.



**STEP 1:** Complete the complaints proforma and submit this form to [elc@liverpool.ac.uk](mailto:elc@liverpool.ac.uk) no more than one month after you have been told the result of your Early Resolution.



**STEP 2:** Your complaint will be referred to the ELC Director, who will tell you that they have received your form within 5 working days. The ELC Director will also tell you when you can expect to hear the outcome of your complaint. This will normally be within 25 working days of the ELC receiving the formal complaint proforma. If the ELC Director is not available, your complaint will be referred to their nominee.



**STEP 3:** The ELC Director will usually ask you to come to an in person/online meeting. This meeting might also be with any person you have complained about. You do not have to come to the meeting and you can ask to discuss the complaint in another way e.g. by telephone or email. If you do come to the meeting, you can bring a friend or colleague with you.



**STEP 4:** The ELC Director will write to you after the complaint has been investigated and will tell you if we uphold your complaint. We will tell you why we upheld the complaint, what action we have taken or will take, or recommendations we will consider. Any person you have complained about will also get this information. On the other hand, if your complaint is unsuccessful, then we will tell you this in writing. If you have complained about a person, that person may also be told that the complaint has been unsuccessful.

## REVIEW

If you are still not happy following the outcome of your Formal Complaint, then you are able to ask for a Review of the outcome. This must be requested within 10 working days after you have received the formal complaint response.

You should download the complaints proforma at:



<https://www.liverpool.ac.uk/student-administration/policies-procedures/complaints/>

You can also ask ELC Operations for help with accessing this form. If you cannot visit ELC Reception in person, you can email them at [elc@liverpool.ac.uk](mailto:elc@liverpool.ac.uk).

On this form, you should tell us:

- why you are requesting a Review
- the nature of the complaint
- all correspondence you have received or provided during the Early Resolution and/or Formal Complaint parts of this procedure, including the University's written response to the complaint
- a statement as to why you are still dissatisfied
- and, what response you are looking for

This time you should submit it to the Director of Student Experience and Enhancement (SEE), whose contact details you will find on the proforma.

The Director of SEE's office will usually tell you that they have received your Review request within 5 working days and will tell you when you can expect the Director of SEE to confirm if you have met the grounds for a Review and if applicable when you will receive a written response with the outcome of the Review. This will normally be within 10 working days. The Director of SEE will appoint a Reviewer who will consider the complaint and then send a written report to the Director of SEE. Any decision of action taken will be sent to you normally within 30 working days of the date confirming you met the Review conditions.

## EXCEPTIONS

The information above describes the most common procedure for making a complaint. Sometimes the University may need to follow a different procedure (for example, if the complaint is also part of a police investigation). If you need to follow a different procedure, we will write to you to tell you this at the earliest opportunity.



## MAJOR DISRUPTION

If there was ever a large problem at the University that affected lots of students at the same time, the University may have to use a slightly different complaints procedure but you would be notified if this was the case.