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# Specialist support services

# Feedback & Complaints

Student Support Services aim to serve the individual needs of our students. We encourage and welcome your feedback regarding any aspect of our services. Responses to informal complaints will be provided within 10 working days via email or in person as preferred. As such, complaints and concerns are taken seriously and will be handled in a professional and non-confrontational manner in line with Newman University’s Complaints policy, which can be found here: <http://www.newman.ac.uk/policies/2288/complaints-policies> .

**Raising a concern, pre-informal stage**

Where possible, we encourage students to use informal methods to first make their concern known. Our procedure for handling these issues can be escalated both informally and formally. There are opportunities for you to provide feedback anonymously or by disclosing your details. Opportunities for feedback include:

* At screening, induction, after the first semester and the end of the academic year, you will be invited by email to participate in user satisfaction surveys (on an anonymous basis).
* At the end of each scheduled support session, your tutor may ask you for feedback regarding the session. This feedback will not be anonymous, but will be recorded in your lesson summary.

**Informal stage**

* If you experience unsatisfactory support from your specialist support services tutor or mentor, we would encourage you to first attempt to discuss your concerns with them directly. However, on some occasions, it is understandable that you may not feel comfortable raising issues around your support with your tutor/mentor directly. If this is the case, we would recommend that you contact your key Student Support contact. This is likely to be one of the following
* Siân Howarth ([s.howarth@newman.ac.uk](mailto:s.howarth@newman.ac.uk) or ext. 2414)
* Heather Griffiths ([h.griffiths@newman.ac.uk](mailto:h.griffiths@newman.ac.uk) or ext 2421)
* Lynne Whitlock ([l.whitlock@newman.ac.uk](mailto:l.whitlock@newman.ac.uk) or ext 2377
* If this person does not resolve your concern to your satisfaction, you may contact either Siân Howarth, Director of Student Services, or if your informal complaint was heard by the Director, you can contact the Registrar to discuss your concern and decide what course of action you would like to take to progress and/or resolve your issue(s).

**Formal:**

* Formal complaints cannot be made anonymously.
* If you have made an informal comment or complaint and are not satisfied with the outcome, you may follow the University’s [Student Complaints Procedure.](https://www.newman.ac.uk/knowledge-base/complaints-policies/)

**Exceptional Cases protocol**

This applies where Newman University has been unable to provide you with the type of Non-Medical support or reasonable adjustments you feel you need, for example a note taker or practical support.

In the first instance you will need to go through Newman’s complaints processes as outlined above and in the university’s complaints procedure.

Newman University has introduced a fast tract process to enable your case to be heard within 28 days.

If you are not satisfied with the outcome of the complaints process, in these circumstances, you may apply to the SFE exceptional cases process.

If you are still not satisfied with your NMH support, having gone through the exceptional cases process, you may make a complaint to the Office of the Independent Adjudicator.