

Student Complaints Procedure – Addictions Counselling Centre for Addiction Treatment Studies

Complaint or concern arises

- Students are encouraged to try to resolve complaints or concerns arising informally with their personal tutor or programme leader in the first instance.
- If a student is concerned about any aspect of their course they can notify their personal tutor or other appropriate member of staff either verbally or in writing. The student will be invited to discuss their concerns in more detail to establish if the matter can be dealt with informally.

Stage one

- If after informal action has taken place, the student feels their complaint or concern has not been resolved satisfactorily, they can write to the Academic Programmes Manager. They should clearly outline the nature of the complaint, the person(s) involved and what action they have already taken to try to resolve the matter.
- The Academic Programmes Manager will normally investigate the matter and respond to the complaint within 5 working days. In some circumstances this time frame may be extended to ensure a thorough process has taken place. The student will be notified of any delays.

Stage two

- If the student is not happy with the response received from the Academic Programmes Manager, they can then write to the Head of Service who will investigate the matter further.
- The Head of Service will normally investigate the matter and respond to the complaint within 5 working days. In some circumstances this time frame may be extended to ensure a thorough process has taken place. The student will be notified of any delays.

Stage three

- If the student is not happy with the response received from the Head of Service, they can then write to the Director of Professional Education and Research.
- The Director will normally investigate the matter and respond to the complaint within 5 working days. In some circumstances this time frame may be extended to ensure a thorough process has taken place. The student will be notified of any delays.
- If the student remains unsatisfied with the response from the Director, and they have exhausted all stages of the Centre for Addiction Treatment Studies complaints procedure, students have the right to enter in to stage three of the University complaints procedure. www.bath.ac.uk/university-secretary/guidance-policies/studentcomplaints.html