



Advice Service Complaints Policy

The Students' Union Advice team is committed to providing a high standard of service to students. We offer a free, non-judgemental, independent, and confidential advice to all members of the Students' Union. We operate within the Union's policies and procedures.

If a student is not happy with the service, in the first instance, this should be raised with the member of staff who is directly dealing with the matter unless either the student or the staff member deems this to be inappropriate. This may allow a problem to be resolved informally before it becomes a complaint.

If an issue cannot be resolved in this way, students can follow the Union's informal complaints procedure: <https://studentsunionucl.org/complaints/informal>

It should be referred promptly to the Advice & Advocacy Manager (Interim), Tim Wulder (t.wulder@ucl.ac.uk). It is also possible to raise an informal complaint using the online form detailed in the informal complaints procedure above. If the Advice & Advocacy Manager is the subject of the complaint, the Head of Student Engagement and Communication will deal with the complaint. Where a complaint (written or verbal) is received, the Advice & Advocacy Manager will write to the student acknowledging the complaint. The letter will indicate the name of the person dealing with the complaint and a time within which the student can expect to receive a reply to their complaint.

The Advice & Advocacy Manager will investigate the complaint by discussing it with any staff members concerned, consulting other staff and if appropriate checking case records and/ or arranging to see the student. The Advice & Advocacy Manager will decide in light of this investigation whether the complaint is justified and what action should be taken.

The Advice & Advocacy Manager will write to the student to inform them of the outcome of the informal complaint. This should normally take place within 7 days of the complaint. If it appears that investigation of a complaint is likely to take longer than 7 working days, the student will be informed in writing of this delay and the reason for it.

If the student is not satisfied with the outcome of the informal complaint, they may follow the Union's formal complaints procedure: <https://studentsunionucl.org/complaints/formal>

If your complaint is about debt advice and you are not satisfied with our final response, you can ask the Financial Ombudsman to review your complaint.

The Financial Ombudsman Service provides a free, independent service for clients to solve disputes with not for profit debt advice providers.

The Financial Ombudsman Service will only step in once the Advice Service has had the opportunity to investigate matters.

You can contact the Financial Ombudsman Service

Online

www.financial-ombudsman.org.uk/consumer/complaints

By phone

0800 023 4567

Line are open 8am to 8pm Monday to Friday, and from 9am to 1pm on Saturdays.

By post

The Financial Ombudsman Service

Exchange Tower

London E14 9SR