

Student Support Services



Concerns and Complaints

Introduction

During your studies here, the Student Support Services are available to advise you when you want to raise a query or note a concern.

It is important that you feel able to notify us, if you feel unhappy or dissatisfied about any aspect of the University's work. And if you inform us at the earliest opportunity, quite often matters can be dealt with informally and promptly, without needing to go any further.

Queries and Concerns

Academic

If your query or concern is related to your programme, then you should contact your Course Tutor, Personal Tutor or Programme Director in the first instance.

Professional Service Departments

Where your query or concern is relating to a Professional Service Department (eg Student Support and Guidance, Finance or Accommodation Office), you should in the first instance, bring it to the attention of the relevant service Manager in that department.

Advice and Guidance

Student Support Officer and the i-zone

If you need advice or guidance, our dedicated Student Support Officer can direct you to the relevant person and give you general support (studentsupport@canterbury.ac.uk). The i-zone can provide information and sign-post to relevant policies (i-zone@canterbury.ac.uk).

Network Campus

If you are studying at one of our network campuses, you may prefer to access support there.

Broadstairs - contact the Broadstairs i-zone (i-zonebroadstairs@canterbury.ac.uk)

Folkestone - contact your Student Support Officer (support@ucf.ac.uk)

Salomons - contact your Programme Director

Medway - contact the Medway i-zone (i-zonemedway@canterbury.ac.uk)

Students' Union

If you prefer, Canterbury Christ Church Students' Union have staff who can offer help and advice on complaints. Contact the Students' Union directly (su.support@canterbury.ac.uk) and UMSA (advice@umsa.org.uk) if you are a student at Medway

Complaints

If your concerns are not resolved informally and you wish to make a formal complaint, there are Student Complaint Procedures to enable your complaint to be taken forward.

Full details can be found on the Student pages of the Student Support Services website, under 'Student Procedures.'

www.canterbury.ac.uk/support/student-support-services/students/student-procedures.asp

You should only make a formal complaint, after first discussing your issue informally with either your Personal Tutor/Programme Director (for Academic Departments) or the Service Manager (for Professional Service Departments).

If it remains unresolved and you wish to make a formal complaint, you should put it in writing to the Head of Department, within 20 days of your informal discussion.

Mediation or Review

If the matter still remains unresolved, you can opt to go for either Mediation OR Review.

Mediation is offered, free of charge to students, by the Christ Church Mediation Services (CCMS). The Mediator does not take sides and their role is to help parties reach a solution that they can both live with.

In a Review, your complaint will be considered by the appropriate Pro-Vice Chancellor or another Senior Manager.

Appeals

You have the right to appeal against the decision of a review.

This is made to the University's Vice Chancellor, who will determine whether the decision-making process has been reasonable. Please note, the Vice Chancellor will not consider the merits of the case.

Once all Internal Procedures have been followed, if you still remain unhappy with the outcome, you have the right to go to the Office of the Independent Adjudicator for Higher Education (OIA).



Contact Us

You can email us directly on studentsupport@canterbury.ac.uk

Alternatively, you can contact the i-zone, who will make sure your query is directed to the appropriate member of the Student Support Services.

Canterbury

Tel: 01227 782222

Broadstairs

Tel: 01843 609888

Medway

Tel: 01634 894444

Email: i-zone@canterbury.ac.uk

For information on Equality and Diversity, visit the web pages:

<http://www.canterbury.ac.uk/about/equal-opportunities/>

If you require this leaflet in an alternative format, please contact Student Support and Guidance by emailing: studentsupport@canterbury.ac.uk