

COVID-19 Related Complaints

The University has put a number of steps in place to support students and to mitigate against disadvantage during the COVID-19 pandemic. If you have any concerns or questions, you should raise these in the first instance with your programme leader or School Office:

Salford Business School SBS-Hub@salford.ac.uk

Salford Languages: SalfordLanguages@salford.ac.uk

School of Arts, Media and Creative Technology: am-admin@salford.ac.uk

School of Health & Society: HealthSociety-School-Reception@salford.ac.uk

School of Science, Engineering & Environment:

SEESchoolEnquiries@salford.ac.uk

If the response you receive does not resolve the issues you have raised, the next step to follow is to raise your concerns through the University's [Student Complaints Procedure](#).

To ensure that we are able to respond to complaints in a timely manner and to minimise delays, the University plans to review all complaints arising due to COVID-19 through a two stage complaints procedure instead of its usual three stage procedure. This has been agreed with the Students' Union.

Stage 1 – Consideration by School

You should contact your Programme Leader or Director with details of your complaint. Please include as much detail as possible in your submission including:

- What action or activities did you miss as a result of the University's COVID-19 response (this may include teaching, supervision, facilities)?
- What was put in place or is planned to minimise the impact of COVID-19 on your studies?
- How has the disruption affected you, taking into account the plans to minimise the impact?
- The remedy you are seeking.

Stage 2 – Consideration by Dean of Students

If you are unhappy with the response received from your School, you may submit a Stage 2 complaint using this [form](#). It is important for you to explain why you were unhappy with the Stage 1 response and to provide any further relevant information. Stage 2 complaints must be received within 10 working days from the date on which the Stage 1 response was provided. The Dean of Students will review all Stage 2 complaints along with a member of academic staff who is from a School other than that in which your course is located and a representative from the Students' Union to ensure that there is a student voice to inform decision making.

The University aims to provide you with a response to your Stage 2 complaint within 21 days from receipt of all relevant information. Please be aware that as well as information which you provide, information may also be requested from your School. Your complaint response will include an overall decision about your complaint, a rationale in relation to the outcome reached and an outline of next steps where appropriate.

Independent Advice

You can seek independent advice about the Complaints Procedure from the Students' Union Advice Centre. Please refer to the Students' Union webpage for information about their services: <https://www.salfordstudents.com/advice/centre>