****

**COMPLAINTS PROCEDURE**

If you have any concerns regarding the quality of service you have received or the way any member of Student Support staff has treated you, you should take the following steps:

1. Put your complaint/concern in writing to the Co-ordinator of the team concerned; the informant can provide the relevant name. Please word your concern or complaint as briefly and concisely as possible and hand in to the Information Hub or email it to the relevant Co-ordinator (please ask at the Information Hub). You will receive a response within five working days.
2. If you feel you cannot approach the team concerned direct or are not satisfied with the outcome, please e-mail Jenny Barnicoat, Head of Student Support, at: [jbarnicoat@marjon.ac.uk](mailto:jbarnicoat@marjon.ac.uk) . You can expect a response within five working days.
3. If you are not satisfied with this response or you are still not satisfied with the outcome, you have the right to make a formal complaint using the University Complaints Procedure as set out in the *Student Regulations 2019-20*. The Student Regulations can be accessed through the University website or Student Handbook on Learning Space.