

## **UCC Student Experience Office Complaint Information**

### **Section 1: General Principles of Confidentiality**

The rights, privacy and dignity of all persons involved in a complaint will be respected at all times.

In order to investigate the complaint fully it may be necessary to reveal the identity of the complainant and/or details of the complaint.

Confidentiality may not be maintained in the following circumstances:

1. If it becomes clear that the complainant is at serious risk of harming themselves or another person.
2. If the complaint includes material indicating that individuals may be at serious risk of harming themselves or another person.
3. In the context of criminal behaviour where disclosures may be required for legal reasons, including where there may be Child Protection concerns

### **Section 2: Informal Complaint Procedure**

If you have a complaint about any aspect of our service we would like to hear about it. Here is what you can do first if you have a complaint about our service:

#### **Informal Complaint Stage 1:**

Most difficulties can be settled at an early stage by discussing the matter informally .

#### **Informal Complaint Stage 2:**

If you feel unable to discuss the matter with the person involved, or have done so but still feel dissatisfied, you can ask to speak to the Head of Student Experience.

The Head of Student Experience will meet with you. Your concern will be listened to and (s)he will do what is possible to address your concern. If appropriate other staff members may also be in attendance if it is mutually agreed.

### **Section 3: Formal Complaint Procedure**

If resolution of your complaint cannot be achieved by the Informal Complaint Procedure above then you can avail of the Formal Complaint Procedure.

#### **Formal Complaint Stage 1:**

Submit your complaint in writing to the Head of Student Experience using the Formal Complaint Form which is attached below.

Receipt of your Formal Complaint Form will be acknowledged within 7 days.

Your complaint will be investigated by the Head of Student Experience and you will receive a written reply to your complaint within four working weeks.

If your Formal Complaint concerns the Head of Student Experience, then the Registrar & Senior Vice-President Academic will oversee the investigation.

#### **Formal Complaint Stage 2:**

The Student Experience Office is under the remit of the Senior Vice-President Academic & Registrar. If you consider that the complaint has not been adequately addressed by Formal Complaint Stage 1 above, you can request a review by submitting another updated Formal Complaint Form to the Senior Vice-President Academic & Registrar.

Receipt of your submission will be acknowledged within 7 days.

The Head of Student Experience will also be asked to submit his/her own response, including what reasonable steps have been or could be taken to resolve matters. The Registrar, in consultation with other relevant University authorities, will address your concerns fully and provide you with a written response about the outcome of the review within four working weeks.

### **Section 4: Relevant Contact Details**

Student Experience Office,  
Ground Floor,  
North Wing,  
Main Quadrangle,  
UCC

Tel: 353 (0)21 4902692

Email: [headofstudentexperience@ucc.ie](mailto:headofstudentexperience@ucc.ie)

## **UCC Student Experience Office Formal Complaint Form**

- Please read and complete all 5 sections in full.
- Please ensure you have read the separate *UCC Student Experience Office Complaint Information* before submitting this form.
- If you give contact details such as a telephone number or email address, it will be assumed that it is appropriate to communicate with you and/or your representative using that medium.

### **Section 1**

#### **Personal details of complainant:**

Name:

Address:

Telephone number:

Mobile number:

Email address:

ID Number:

If a representative has been appointed, please provide the details of the representative.

Name:

Address:

Telephone number:

Mobile number:

Email address:

### **Section 2**

Where possible please provide the following:

(a) A list in date order on a separate sheet detailing: letters/emails, phone calls and meetings that are relevant to your complaint.

(b) Copies of all relevant correspondence and other documentation.

### **Section 3**

Please set out below the main points of the complaint.

### **Section 4**

Please state the outcome you wish following consideration of the complaint.

### **Section 5**

Please sign below to confirm:

(a) That you understand that details of the complaint may be provided to individuals other than the recipient of this form. Disclosure will be on a strict 'need to know' basis where it is deemed necessary by the investigator.

(b) That you have read and understand the separate *UCC Student Experience Office Complaint Information* which is available on the Student Experience Office website.

(c) That this form contains an accurate description of your complaint.

Signed:

Date:

Please submit the fully completed form with all relevant documentation in a sealed envelope marked "Confidential and Urgent" to the appropriate person (Head of Student Experience / Senior Vice-President Academic & Registrar) at the following address:

Mr. Paul Moriarty,  
Acting Head of Student Experience,  
Student Experience Office,  
Ground Floor, North Wing,  
Main Quadrangle,  
UCC

Professor Caroline Fennell,  
Senior Vice-President Academic & Registrar,  
First Floor,  
West Wing,  
Main Quadrangle,  
UCC