**ARC Complaints Policy**

**1. Introduction**

The following policy is in conjunction with with the University of Wolverhampton Students Union (UoWSU) complaints policy and procedure. The implementation of this policy is with immediate effect from the date of this policy.

**1.1.**

This policy details the process of how a student may make a complaint about the ARC service and how we process them in the ARC service. This policy is in line with the Service Level Agreement.

**1.2.**

The ARC service uses Advice Pro (AP) as our case management system to record cases and details to do with any enquiry related to the service user.

**2. The policy**

Any student that may not be happy with the advice provided by the ARC services or is unhappy with the services of a staff member of the ARC service may make a complaint using the following process:-

**2.1. The process:**

**2.1.1 Informal process:**

* The service user may discuss this matter with their adviser, or another member of the ARC staff verbally.
* The matter will be looked into as a matter of priority (unless this is not possible for a specific reason but must be communicated with the service user) and a resolution sought within a timely manner.
* The staff member will discuss the concerns and issues verbally and look to resolve this matter by discussing options available and to attempt to rectify the issue as quickly as possible.
* A general timeline will be agreed with the student.
* The staff member will discuss with the service user the outcome they would like to receive and put the service user at ease by ensuring them this matter is being dealt with.
* There will be an entry recorded on the service user’s case file on AP to provide general information.
* If the staff member is not able to deal with this matter they will escalate it to the ARC Manager for their attention.
* The ARC Manager will then deal with this matter informally as described above.
* The ARC manager will be notified/made aware of any issues on every occasion and throughout the process discussed above.

**2.1.2 Formal Process:**

* The student or individual should put their complaint in writing, complaint leaflets are available upon request; alternatively this can be done via email in the body of the email or by attaching a word document.
* The complaint should in the first instance be addressed for the attention of The Advice and Representation Manager – Helen Clarke. This should be stated in the subject box of the email. Completed complaints leaflets can be physically dropped off or posted to the ARC service in the Ambika Paul Building at the following address: **Wolverhampton University Students Union, Ambika Paul Building, City Campus South, Wulfruna Street, Wolverhampton, WV1 1LY.**
* The ARC Manager will acknowledge your complaint **within 5 working days** and provide a timeline of investigating your complaint and responding to you in a timely manner. This may be dependent on the scale and nature of the complaint and will be based on each individual complaint.
* If the complaint is about the ARC Manager, the complaint should be addressed to the Head of Belonging – Tom Clarke. The process remains the same in ensuring the complaint is in writing.
* There will be an entry on the service user’s case record where details and progress of the complaint will be recorded.
* Once the complaint has been addressed it should be clear to the service user and replicated on the case entry that the matter is completed and closed.

**2.2.** **Recording and Review:**

* **All** complaints are recorded on the complaints spreadsheet in line with this policy.
* The spreadsheet details the action and completion of the complaint.
* We will review this policy and the complaints that we receive with a view to improve our services.
* The complaints spreadsheet is submitted to the board of trustees annually and will go to the senior management team (SMT) termly for review.
* The spreadsheet as of the date of this policy will only record complaints/issues in regards to the ARC service or team members itself.
* The SU organisational complaints procedure should be used for all organisational complaints.

**2.3. Compliance and monitoring:**

* This policy will be reviewed annually to ensure its procedures are valid and in line with the organisation complaints procedure.
* The spreadsheet will also be updated and monitored as we receive the complaints and in accordance with reviewing in 2.

Policy creation/review/update:-

Policy created: September 2023

Review Date: September 2024 (unless changes prior to this date)

Person responsible for review: Helen Clarke