OUSA GENERAL COMPLAINTS PROCEDURE

Introduction

This procedure is for any student who wishes to raise a complaint or concern about any aspect of our operation or services. Complaints submitted under this procedure will be dealt with by staff at the OUSA Office. We do have more formal procedures covering certain activities and circumstances and this procedure is not intended to prevent you from using those formal procedures if you want to.

We are committed to serving the interests of OU students and will do our best to resolve any problems with our services, or provide appropriate information or advice, as quickly as possible.

We value your contact with us and recognise that your complaints are an important source of information for improving our organisation.

Rights and Responsibilities

We will:

- acknowledge receipt of your complaint within 5 working days
- let you know who is dealing with the matter and when you can expect to hear from us if it is not possible to give you a full response at that time
- normally give you a full response within 10 working days of receipt of your complaint or a clear explanation as to why the matter will take longer to respond to
- handle your complaint confidentially and only give people the information that is needed to carry out an investigation and make a full response
- always be polite

If you are making a complaint you should:

- give us full details of your complaint in writing
- deal sensitively with issues that involve other students or staff, and not name them unless it is necessary
- always be polite

How to Submit a Complaint

Please send your complaint to:
ousa-complaints@open.ac.uk

or to OUSA Complaints, PO Box 397, Walton Hall MK7 6BE

If you have any queries about using this procedure, either submit your query by either of the above methods or telephone Wendy Burrell at the OUSA Office +44 (0) 1908655914