





Information for students and members of the public

- ◁ If other procedures or rights of appeal can help you resolve your concerns, we will give information and advice to help you.

- ◁ Anyone who receives, requests or is directly affected by our services can make a complaint to us. This includes the representative of someone who is dissatisfied with our service (for example, a relative, friend, advocate or adviser). If you are making a complaint on someone else's behalf, you will normally need their written consent. Please also read the section on Getting help to make your complaint below.

- ◁ You can complain in person, by phone, in writing, or by email to complaints@srucOts@srucOts@10 Tf normally

