

LIVERPOOL HOPE UNIVERSITY

General Complaints Procedure

NB This procedure is not to be used by students (who should use the Complaints Procedures for Students) nor staff (who should use the Dispute Resolution & Grievance Procedure, if applicable).

1. Liverpool Hope University strives to provide an excellent service to all visitors and enquirers and to be a respectful, considerate part of the local communities within which its staff and students work, learn and live.
2. There may be occasions when members of the public wish to complain about some aspect of the University in order for an appropriate remedy to be found.
3. The complainant should contact the Complaints Officer on 0151 291 3233 who will advise the complainant on who is the most appropriate manager to deal with the complaint.

The complainant should then either make arrangements to meet that manager or put the complaint in writing. The relevant manager will normally be able to meet the complainant within five working days and provide a resolution within five further working days. If the complaint is made in writing, an acknowledgement will normally be sent within five working days and the matter will be investigated. This process will normally be completed within ten working days of the receipt of the written complaint.

4. If the matter can not be resolved through the above process, then the complainant should put their complaint in writing to the Vice-Chancellor & Rector, who will ask the University Secretary to investigate the complaint. An acknowledgement of the complaint will be made within two working days and a fuller response normally within ten working days. If the investigation is particularly complex, then the University Secretary will inform the complainant after ten working days of the expected date of resolution.
5. The decision of the University Secretary is final.
6. The University will monitor the number and type of complaints as part of its wish to continue to enhance its level of service to all.

This document can be made available in large print.

Translation can be provided on request.

Please call 0151 291 3233 for printed copies or for alternative format versions.