



QUEEN'S  
UNIVERSITY  
BELFAST

# Submitting a Formal Student Complaint



## Who can submit a Student Complaint?

- Current registered Queen's University Belfast students.
- Recent graduates (within one month of graduation or receiving final results).
- Students who have withdrawn (within one month of permanent withdrawal).
- Students studying at partner institutions should use their local institutions complaint procedure in the first instance.

- University Services and Facilities (e.g. teaching facilities, library resources, IT services, Student support services).
- University Actions or Inactions (e.g. administrative decisions, service delivery issues)

## What you CAN complain about

## What you CANNOT complain about

- Matters covered by other procedures (e.g. academic appeals, admissions decisions, misconduct cases, complaints about staff bullying and harassment).
- Academic judgement (e.g. marks awarded for an assessment, assessment outcomes).
- Previously resolved issues (You can complain if an agreed resolution was not implemented).
- Issues that are currently subject to legal proceedings.

- Students wishing to complain about staff bullying and/or harassment should do so by contacting [hrhub@qub.ac.uk](mailto:hrhub@qub.ac.uk) to complain via the Anti-Bullying and Harassment Policy.
- Complaints of student bullying and/or harassment should do so by submitting a [Formal Statement of Allegations](#) (see [Conduct Regulations](#)).

## Complaints about Bullying and/or Harassment

## Important Deadlines

- Informal - Stage 1 complaints should be made within 10 working days of the incident occurring.
- Formal - Stage 2 complaints should be made within 10 working days of the stage 1 outcome and not later than 25 working days after first becoming aware of the issue.
- If you wish to submit a complaint outside of these timescales, you should consult section 3 of the [Student Complaints Procedure](#).

All students are strongly encouraged to seek an informal resolution of their complaint (Stage 1).



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How to  
submit a  
formal Stage  
2 Complaint

## 1. Download the [Student Complaint \(Stage 2\) Form](#)

## 2. **Write the complaint.** You need to clearly explain:

- What your complaint is about - this should reference specific dates, times and incidents and is helpful if it is written in chronological order if the complaint involves several incidents.
- Which parts of your stage 1 informal complaint weren't addressed properly (if applicable).
- How this issue has affected you.
- What solution you are looking for.
- If you haven't attempted an informal resolution (stage 1 complaint), you must explain why you are skipping this stage of the process. The University may ask you to go back and try Stage 1 first.

**3. Gather your evidence.** Students are expected to present the evidence to support the complaint(s) they are making and the University will not seek to obtain information or evidence to support your complaint.

The University does not have the power to compel anyone to give them access to e.g. emails, social media or other digital data, and does not have the power to compel organisations to give access to CCTV in private or commercial premises.

Helpful Evidence may include:

- |   |  |
|---|--|
| ◦ Witness statements - the University has an online form for witnesses to upload their statements | ◦ Physical evidence                                    |
| ◦ Email correspondence  | ◦ Photographs  |
| ◦ Social Media conversation screenshots   | ◦ Video Recordings                                     |
| ◦ Text message screenshots  | ◦ CCTV footage   |
|   | ◦ Medical evidence                                     |
|   | ◦ Evidence held by others                              |
|   | ◦ All documentation in relation to the Stage 1 process |

**4. Be realistic about your desired outcome(s).** SU Advice can help you determine what would be a reasonable outcome. For example: an apology or a practical resolution to your complaint.

## 5. **Seek support.**

- [SU Advice](#)
- [Student Wellbeing](#)
- Contact your [School](#).

**6. Submit everything to the Appeals, Conduct and Complaints Team on [appeals@qub.ac.uk](mailto:appeals@qub.ac.uk)**