

Advice and Counselling Service

Student Complaints Procedure

The Advice and Counselling Service aims to provide a high quality professional service to all service users. If you are unhappy with any aspect of our service please tell us. This allows us to deal with your case properly and helps us to identify where we might need to make changes or improvements.

All complaints must be dealt with under the [QMUL Student Complaints Policy](#) (with the exception of complaints about immigration advice – see below*)

Informal resolution

Under the [QMUL Student Complaints Policy](#), all students are encouraged to seek a resolution to their concern informally.

We therefore encourage you to speak to the member of staff that you have been dealing with in the Advice and Counselling Service as soon as possible, to explain your concerns and seek a resolution.

If it isn't practical to speak to them in person, or you don't feel able to, consider sending them an email via welfare@qmul.ac.uk or leave a letter for them at the Advice and Counselling Service reception.

Formal Complaint at service level

If it has not been possible for you to resolve your complaint informally, and you wish to pursue your complaint, you will need to submit a formal complaint under stage 1 of the [QMUL Student Complaints Policy](#) by completing the [Stage 1 complaint form](#) and sending it to:

Laura SeQueira
Head of Advice and Counselling Service
Queen Mary University of London
Mile End Road
London E1 4NS

Or by email: l.c.sequeira@qmul.ac.uk

Timescales and guidance about submitting your complaint are available in the [QMUL Student Complaints Policy](#).

* Complaints about immigration advice are also subject to the national Complaints Scheme operated by the Office of the Immigration Services Commissioner. You can [make a complaint to the Commissioner](#) at any time regardless of whether or not you have made a complaint to the University

Formal complaint at institutional level

If you are not satisfied with the outcome of your Stage 1 complaint, and you wish to pursue your complaint, you should submit a Stage 2 complaint under the [QMUL Student Complaints Policy](#) by completing a [Stage 2 complaint form](#).

Timescales and guidance about submitting your Stage 2 complaint are available in the [QMUL Student Complaints Policy](#).

Appeals to QMUL and Complaints to the [Office of the Independent Adjudicator](#)

If you are not satisfied with the outcome of your stage 2 complaint, your remaining two options for seeking a satisfactory outcome are explained in the [QMUL Student Complaints Policy](#).

Awareness and policy review

All Advice and Counselling Service staff are made aware of this policy during their induction.

Regular team meetings ensure that awareness of this policy is maintained, and to enable discussion on service improvements and development

Students are made aware of this policy via:

- A notice in our waiting area
- Clear signposting to policies on [Advice and Counselling Service](#) website

This policy is reviewed annually by the Head of Advice and Counselling Service.

Visit [our website](#) for more details about our range of services, how to access them and what to expect

Updated: May 2016

Review Date: May 2017

Staff member responsible for review: Laura SeQueira