

University of Chichester Disability and Dyslexia Service- Non Medical Helper Support Complaints Policy

Introduction

The Disability and Dyslexia Service (DDS) aims to provide an exemplary service to all our students. However, we do recognise that, even in the best run organisations, there may be a time when you are dissatisfied with the service we provide. We have therefore devised this complaints policy, so that you know what you should do if you are dissatisfied, wish to raise a concern, or make a formal complaint about any aspect of the support we provide. We will treat any concern or complaint raised in a confidential and professional manner.

This policy is relevant to any service we are providing to you funded by the Disabled Student Allowance. Complaints about other aspects of our service can be dealt with through the University Complaints Policy.

Step 1-Voicing concerns-Informal Process

Step 1 is an informal approach to addressing your concerns regarding the support you are receiving from the Disability and Dyslexia Service in general, or your Non Medical Helper Support (i.e. Specialist Mentor, Specialist Study Skills Tutor, Note-taker or Support Assistant). We believe many concerns are best dealt with by the people involved. If you are unhappy with, or would like to change, some aspect of the Non Medical Helper service provided by us please discuss it with that person first. This may allow the issue to be dealt with quickly and lead to a swift resolution.

If you and your Non Medical Helper are not able to reach a satisfactory resolution, or if you do not feel able to discuss the concerns with this person, then you may decide to proceed to Step 2.

Step 2- Voicing concerns-Formal process

Step 2 should be used for the following:

- You have a concern regarding the Non Medical Helper, but do not feel able to raise this with the individual concerned.
- You have tried to resolve an issue with the Non Medical Helper under Step 1, but do not feel it has been resolved satisfactorily.
- You have a serious complaint regarding the Non Medical Helper which it is not appropriate to raise with that person first.
- You have a general concern or complaint regarding the Disability and Dyslexia Service.

In any of the above cases you should outline your concern or complaint in an email and send this to:

disability@chi.ac.uk

The complaint will be assigned to an appropriate member of the DDS team, depending upon the type of support. The Advisor will aim to give you an initial response within 3 working days of the working day on which the complaint was received. The response you receive from us will depend upon the nature of the complaint raised but could include one or more of the following:

- An email or phone call to request further clarification on any aspects of the complaint.
- An invitation to meet with an advisor to discuss the concerns raised.

- A confirmation that an investigation has begun.
- An immediate escalation to Step 3 or above (for very serious matters).

Once the Advisor has investigated your complaint they will contact you to discuss their findings and offer a resolution within a maximum of 15 working days of their receipt of the complaint. Hopefully this will resolve the matter to your satisfaction.

Step 3

Complaints not resolved at Steps 1 or 2 can be escalated to the Disability and Dyslexia Services Manager, Stephen O'Melia. The Manager can be contacted at s.omelia@chi.ac.uk. The DDS Manager would aim to give you an initial response within 3 working days of your complaint being received by him. The response you receive here will, again, depend upon the nature of the complaint, but could include:

- An email or phone call to request further clarification on any aspects of the complaint.
- An invitation to meet with him to discuss the concerns raised.

Once the Manager has investigated your complaint they will contact you to discuss their findings and offer a resolution within a maximum of 15 working days of their receipt of the complaint. Hopefully this will resolve the matter to your satisfaction.

Step 4

If you have gone through Steps 1 to 3 and are still dissatisfied with the response you have received from the DDS, or if you have a concern regarding the DDS Manager, then your complaint will need to be escalated to the Head of Student Support and Wellbeing at the University of Chichester, Dave Corcoran. You can email Dave directly at d.corcoran@chi.ac.uk.

Appeals process-Internal

If you are unhappy with the outcome of Step 4 you may wish to lodge an appeal with the Deputy Vice Chancellor of the University as detailed in Stage 3 of the Complaints Procedure of the University of Chichester Academic Regulations 2017/18.

Appeals process-External

The Office of the Independent Adjudicator provide oversight of University procedures, including complaints process, across the country. They offer an independent adjudication for students. If you are unhappy with how your complaint has been responded to within the University of Chichester you should contact them within three months of your final appeal decision. You can find out more information on their website <http://www.oiahe.org.uk/>

Other help available to you

You may feel you need some help or advice regarding your complaint and wish to speak to somebody outside of the University of Chichester Disability and Dyslexia Service. In that case you may wish to contact the Needs Assessor who carried out your original Study Aids and Strategies

Support Assessment for the Disabled Student Allowance. You should be able to find their contact details on your report document.

You may also wish to discuss your concerns with the University of Chichester Students' Union. You can contact them by emailing studentsunion@chi.ac.uk.

Stephen O'Melia

Disability and Dyslexia Services Manager

9th January 2018