

If you are dissatisfied with any of the services of the Union of UEA Students and would like to complain, please follow these steps:

- ❶ Fill in the form overleaf and post it in the letterbox at Union House Reception.
- ❷ You should receive a response from the Communications Officer 5 working days after the receipt of the complaint. If you don't, or you are unhappy with the response, you may appeal in writing to the Student Officer Committee.
- ❸ You should receive a response from the Student Officer Committee within 5 working days after the receipt of the appeal. If you are not satisfied with the action taken by the Student Officer Committee, or you do not hear anything within the time limit, you may then appeal in writing to the next meeting of the Union Council.
- ❹ If you are not satisfied with the action taken to remedy your complaint, by Union Council or more than 20 working days have elapsed since your initial complaint to the Communications Officer, you may then appeal in writing to the Dean of Students.
- ❺ If after 10 working days either the Union or yourself are not satisfied with the action taken by the Dean of Students you may appeal in writing to the Registrar and Secretary, requesting that the complaint be dealt with by an independent person appointed by the University Council.
- ❻ The Registrar and Secretary will consult the Chair of the University Council who shall, unless the complaint is seen as frivolous, appoint an independent person to deal with the complaint. Their decision will be final.

Services provided by the Union of UEA Students:

Advice Centre
Advertising
Campaigns
Club Nights
Comedy Nights
Democratic Representation
Fairs
Films
Gigs
Home Run
The Hive
The LCR
Markets
Papershop
Post Office
Rabbit
Societies
Sports Clubs
Travel Shop
Union Food Outlet (UFO)
Union Pub
Volunteering Opportunities
The Waterfront

Get in Contact:

01603 593272
union.info@uea.ac.uk

ueastudent.com

Making a Complaint



Details of your Complaint

If you are dissatisfied with any of the services of the Union of UEA Students and would like to complain, please firstly complete this form and return it to the Communications Officer.

Details of how your complaint will be dealt with can be found overleaf. If you do not want us to reply directly to you and do not want to give us your details, please leave the first section of this form blank.

Your details:

| | |
|----------|-------------------|
| Name: | |
| Address: | Telephone number: |
| | Mobile number: |
| | Email address: |

Details of your complaint:

Please use this space to tell us as much detail as possible about your complaint with the Union.

For internal use only:

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|----------------------------------|
| Date form received: |
| Date of response to complainant: |