

University of Southampton

Non-Student Service Users Complaints Procedure

The University of Southampton values all customer feedback and will strive to improve services, activities and facilities to meet customer needs. Initial concerns and service requests can often be resolved without the need to refer to the formal complaints procedure. A customer with an initial concern or service request should raise the matter with a member of staff at the facility or service concerned, who will attempt to resolve the issue themselves immediately if possible

Who should use this procedure?

This procedure is designed to be used by members of the public, University staff and Alumni wishing to complain about Facilities and Services provided by the University of Southampton.

Students of the University wishing to submit a complaint should refer to the [Regulations Governing Student Complaints](#).

Members of the public wishing to complain about the behaviour of University students should refer to the [Community Complaints Procedure](#).

What services and facilities does this procedure cover?

- Counselling Service (please also refer to the Code of Practice on the Counselling Service website)
- Early Years Centre (please note that there are separate procedures relating to safeguarding/child protection issues with can be found on the website <http://www.southampton.ac.uk/studentservices/earlyyearscentre/nursery.html>)
- John Hansard Gallery
- Libraries
- Residences (non-student residents)
- Sport and Wellbeing
- Turner Sims Hall
- Wessex Needs Assessment Centre (WNAC)

The Procedure

Stage 1 Complaint

This is the first part of the formal procedure. If the member of staff initially approached is unable to resolve the issue to the customer's satisfaction, the complaint should be passed to the designated Manager from the relevant service area to investigate. The customer can request that the member of staff pass on the complaint or the customer can submit their complaint directly to the designated manager (see contact details).

Customers should submit a complaint as soon as possible after the issue or event occurs and normally within 30 working days.

The Manager should acknowledge the complaint within 5 working days, investigate the complaint and respond fully to the customer in writing within 30 working days.



Stage 2 Complaint

If the customer remains dissatisfied they may submit their complaint to the relevant Director of Service. The customer should submit their complaint within 20 working days of receiving the Stage 1 response. The Director of Service or nominee will acknowledge the complaint within 5 working days and endeavour to investigate and send a full written response to the customer within 30 working days. This response will signify the end of the University's internal complaints process.