

# Informal Complaints Guidance

Faculty of Medicine and Health Sciences

March 2025

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## Purpose

The Faculty of Medicine and Health Sciences aims to investigate informal complaints in a timely, transparent and fair manner. This guidance document is intended to explain the Informal Complaints process within the faculty. Queries from staff and students in respect of the process should be addressed to the Quality Team or the Faculty Dean.

## Scope

An informal complaint is a process which allows one or more students to express their dissatisfaction about something the Faculty has or has not done, or about the standard of service provided by or on behalf of the Faculty which has had a direct impact on the student making the complaint.

This process will not address the following items:

- decisions made by the Board of Examiners
- outcomes and decisions made by the Faculty that you simply disagree with
- matters relating to student fees
- outcomes of concerns
- cases of fitness to practise
- outcomes of appeals
- matters relating to bullying and harassment

## Policy Details

Before making a complaint, you may wish to seek advice from one of the following departments who can explain the procedure to you: a) Personal Tutor b) Registry c) Students First d) The Student Conduct Manager's Office.

Please ensure you read this guidance document thoroughly.

Informal complaints should be raised within one month of the issue occurring in order for this to be investigated in a timely manner. We will aim to share the outcome within two weeks of the completion of the investigation. Any delays in the outcome timings will be shared with you by the Quality Team. A record of all informal complaints, outcomes and any additional actions will be held for monitoring purposes.

Informal complaints cannot be submitted anonymously, and it should be noted that students who raise informal complaints will not be disadvantaged. Informal complaints will be dealt with in strict confidence, the Quality team will only share information regarding the complaint with other staff members where necessary to support the investigation. Any student raising an informal complaint will not be penalised for raising the informal complaint about a genuine issue even if this is misplaced.

Informal complaints should be made on the student's own behalf, the Faculty will not accept informal complaints from a third party.

## Raising an Informal Complaint

If you wish to raise an informal complaint, please use the link below:

<https://forms.office.com/e/qPbCcjm1AU>

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Please ensure you read the form carefully and complete each section in full. When filling out your informal complaint, please detail any evidence you wish to submit alongside the form, ensuring each piece of evidence is clearly titled. Your informal complaint must be submitted to the Quality team within one month of the issue arising.

Please remember that Informal Complaints should be made on your own behalf via the MS Form, if you are unable to submit in this way please email [FMHS-Quality@buckingham.ac.uk](mailto:FMHS-Quality@buckingham.ac.uk) who will process your informal complaint.

Once your informal complaint has been received, you will receive an email of acknowledgement from the Quality Team, normally within two working days of submission.

All informal complaints will be reviewed for eligibility by the Deputy Quality Lead or their nominee. Once reviewed students will be contacted in order to share the outcome of the review.

### Informal Complaints Process

If the informal complaint is found to be eligible, and a meeting required, the student will be invited to meet with the Deputy Quality Lead or their nominee to further discuss the details of the complaint. The informal complaint may be resolved through other forms of communication.

Where an informal complaint has been found to be ineligible, we will advise the student of the correct process to be followed.

If the complaint is in need of further investigation, the student will be consulted regarding the level of confidentiality they wish to be observed with as part of the investigation.

Once all these details have been received, the Deputy Quality Lead or their nominee will investigate the informal complaint to determine an outcome and any possible actions needed.

The outcome of the informal complaint and action plan will be shared with the relevant individuals, within two weeks of the investigation meeting, and these will also be tracked by the Quality Team to ensure any actions are addressed in a timely manner.

### Progression to Formal Complaint

A student may submit a formal complaint if they feel their concerns/issues have not been addressed or resolved through the Informal Complaint process.

If a student remains dissatisfied with the outcome and wishes to escalate to a formal complaint they should follow the Formal Stage guidance within the University of Buckingham's Student Complaints Policy and Procedures document which is available via this link: [Student Complaints Policy and Procedure | University of Buckingham](#)

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## Responsibilities

- Students are responsible for submitting Informal Complaints with any evidence they wish to be reviewed within the timelines stipulated within the policy.
- The Quality Team are responsible for acknowledging receipt of the Informal Complaint within the timelines stipulated within the policy.
- The Quality Team are responsible for sharing details of the Informal Complaint with the Deputy Quality Lead for review.
- The Deputy Quality Lead is responsible for reviewing the Informal Complaint for eligibility.
- The Deputy Quality Lead is responsible for meeting with the complainant.
- The Deputy Quality Lead is responsible for investigating any eligible Informal Complaints.
- The Deputy Quality Lead is responsible for sharing the outcome of the investigation with the relevant individuals.
- The Deputy Quality Lead is responsible for creating an action plan when required.
- The Quality Team are responsible for monitoring any action plans put in place.

## Related Policies

1 [Student Complaints Policy and Procedure | University of Buckingham](#)

## Document Control

Date policy approved: March 2025

Date of policy review approval: n/a

Date of next policy review: January 2026