Feedback and Complaints Non-Medical Help provision

At UCL we pride ourselves on providing students with a high quality of service via our non-medical help provision. We welcome and appreciate any feedback you have on our service, including improvements that we can make. If you would like to provide feedback please email studyskills@ucl.ac.uk with Feedback in the Subject Line.

Alternatively you can write to us at the following:

Study Skills, Student Support and Wellbeing
The Level 1 Student Centre
27-28 Gordon Square
London
WC1H 0AW

Complaints

It is recognised that from time to time problems do arise and students may wish to express concern or dissatisfaction with aspects of UCL’s Non-Medical Help provision or the quality of services provided. UCL’s policy is to encourage feedback regarding perceived problems so that they can be addressed and improvements made to the student experience. UCL sees the handling and monitoring of complaints as an important aspect of our quality assurance procedures and service provision.

If you wish to make a complaint:

You can make a complaint in writing, by email or by telephone. Your complaint will be acknowledged and responded to within 10 working days of the complaint being received (please note that UCL closue days are not considered working days).

UCL Student Support and Wellbeing
Level 1 Student Centre
27-28 Gordon Square
London
WC1H 0AW

studyskills@ucl.ac.uk

020 3108 6770

If your complaint requires further investigation, you will be notified and provided with the name of the person investigating your complaint*. You will receive a response in writing within 28 working days of the complaint being received.
Initial complaints will be carried out by the Student Support and Wellbeing Manager for Disability and Specific Learning Difficulties. Complaints that require investigation will be carried out by Head of Student Support and Wellbeing for Disability, Mental Health and Wellbeing.

If you are not satisfied with the outcome of your complaint / Escalation:

If you are unhappy with the outcome of a complaint, you can appeal for it to be reconsidered, outlining the reasons why, direct to the Head of Student Support and Wellbeing within 10 days of receiving your response, using the contact details provided in this document.

If you are unhappy with the outcome of your appeal, you will be directed to the UCL Complaints Procedure (UCL being the organisation within which the NMH Provision is provided).

Details of the UCL Complaints Procedure, which can be found here:

For UCL Students: https://www.ucl.ac.uk/academic-manual/chapters/chapter-6-student-casework-framework

For UCL Staff: https://www.ucl.ac.uk/human-resources/policies/2017/dec/grievance-policy

For External agencies / individuals:

The person wishing to make the complaint should put details of the matter causing complaint in writing to the UCL Chief Operating Officer via casework@ucl.ac.uk. In order for a complaint to be considered, these details must normally be received by the Chief Operating Officer no later than one calendar month after the date they received their response. If received any later, the Chief Operating Officer will exercise discretion as to whether or not to investigate the matter.

What to do if you are unhappy with UCL’s response:

If you are unhappy with the outcome of your complaint as dealt with by UCL, you can contact the Disabled Students Allowances Quality Assurance Group, DSA-QAG https://www.dsa-qag.org.uk/students/complaints

You can also seek independent advice from services such as your Students Union.