

Complaints Procedure

All complaints are taken seriously and students are not penalised for making a genuine complaint.

Students are advised to raise the issue as early as possible with staff, to ensure the matter can be dealt with promptly. A number of basic steps should be taken to ensure that complaints are administered fairly and equitably:

- If a student is not satisfied with the level of service provided, the issue should be raised verbally with the person responsible for that service in the first instance.
- If the student feels that the complaint has not been addressed appropriately, they should raise the issue under the ECBM complaints procedure.

If the student has exhausted the full college procedure and feels that the procedures have not been followed correctly or the decision is unreasonable, they may appeal under Stage 3 of the Liverpool John Moores University (LJMU) Student Complaints Procedure. The grounds for appeal should be clearly stated and evidenced in writing and sent to Student Policy & Regulation Office at LJMU, Kingsway House (Third Floor), 24 Hatton Garden, Liverpool, L3 2AJ or via email at StudentPolicyandRegulation@ljmu.ac.uk. The appeal will not consider new evidence including witness statements at this stage.

A full LJMU Student Complaints Procedure can be found on the website at <https://www.ljmu.ac.uk/~media/files/ljmu/public-information-documents/student-regulations/appeals-and-complaints/student-complaints-procedure-updated.pdf?la=en>.

Please note that this procedure does not cover academic appeals.