

External Complaints Procedure



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It is our policy at Harper Adams University (HAU) to ensure that any complaints from members of the public about the service we offer, the day-to-day HAU administration or who are dissatisfied with an interaction with the University are considered and resolved using a fair procedure and without unreasonable delay. We aim to investigate any formal complaint you raise, and inform you in writing of the outcome.

Complaints specifically about _____ are not covered by this procedure and should be reported via [reporting-issues-in-the-local-community](#)

This procedure applies to all members of the public other than enrolled students, employees or those contracted to the University to undertake work or supply goods and services, who have access to internal procedures. Casual and agency workers who wish to raise a complaint of discriminatory treatment should also use the internal procedures.

If the subject matter of the complaint means that it is more appropriately investigated under another University procedure, we will confirm this to you and provide you with the alternative procedure. If the subject matter of the complaint is more appropriately investigated by another authority such as the Office for Students or the Quality Assurance Agency for Higher Education we will inform you and give you suggested contact details.

This procedure was developed by the Office of the University Secretary which is also responsible for the handling of complaints under the procedure.

This procedure may be amended at any time. We may also vary this procedure, including any time limits, as appropriate in any case.

Issues that could cause complaints may include:

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If you have difficulty at any stage of the Complaints Procedure because of a disability or because English is not your first language, you should make this clear to the person with whom you have raised your complaint as soon as possible.

Written complaints will be held by the University Secretary along with a record of any decisions taken and any notes or other documents compiled during the investigation into your complaint. These will be processed in accordance with our Data Protection Policy.

Most complaints can be resolved quickly and informally through discussion with the University. You are encouraged to seek resolution through discussion with your original contact with the University, if you have one. If you feel unable to do so, for example, because the complaint concerns the behaviour of that contact, or you do not have a direct contact with the University, then you should speak informally to the University Secretary or the Deputy University Secretary via [01952 820280](tel:01952820280). The University should normally respond to the complaint within 14 days. If this does not resolve the issue, you should follow the formal procedure below.

If your complaint cannot be resolved informally and/or you wish to make a formal complaint, you should submit it in writing to the University Secretary, Harper Adams University, Edgmond, Newport TF10 8NB, whose role is to achieve a solution wherever possible and to respect the confidentiality of all concerned. This should be done within 14 days of the failure of any informal discussions to resolve the complaint.

Your written complaint should contain a full description of the nature of your complaint, including any relevant facts, dates, times and names of individuals involved. In some situations, we may ask you to provide further information.

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