

## Complaints Procedure.

### Process

1. The student approaches a suggested contact (Link Lecturer/Link Team/academic advisor) with concern.  
OR  
Student identifies an issue relating to a placement in a written assignment. Marker explores, with the student, the validity of the issue(s) raised in the assignment. If the issue highlighted is a concern that requires action, marker contacts placement link.
2. Situation raised is reviewed by Link Lecturer/Link Team, action plan agreed with student and supervisor and documented appropriately – in student assessment of practice document (e.g. where additional support of student is required) and/or audit document (i.e. where action is required to address issue in the learning environment) and/or support student to complete **Accidents, Incidents or Concerns on Placement – Report Form** as soon as possible.

### Outcome

1. Situation is resolved informally – At the end of the placement, the student will be encouraged to give constructive feedback using the placement learning evaluation process.  
OR
2. Situation CANNOT be resolved informally OR Action Plan is reviewed, and situation has not been resolved –
  - a. Complaint by student relates to care delivery to service users or professional conduct or safety of care environment –
    - i. Notify SHU Subject Lead contact.
    - ii. Refer to and follow **Guidance for Students Reporting Concerns/Complaints on Placement**.
  - b. Complaint by student relates to educational experience or learning environment –
    - i. Notify SHU Subject Lead contact.
    - ii. Link Lecturer/Link Team to follow up using Sheffield Hallam University Education Audit process.
    - iii. Refer to **Escalation of Concerns Arising from an Education Audit**, if necessary.
    - iv. Work with placement provider to help resolve complaint as soon as possible, including follow-up feedback to students as indicated on accident, incident and concerns reporting process.

### IMPORTANT NOTES

- A. If students are to be interviewed in relation to concerns that have been raised, or are asked to produce a written statement, Sheffield Hallam University must be informed so that the university can provide the student with appropriate advice and support.
- B. All concerns must be reported immediately using the accidents/incidents/concerns reporting process. **Concerns must not be included in student placement learning evaluations and GDPR regulations must be adhered to.**
- C. [Details of contact information for Health and Social Care Placement Leads/Link Teams.](#)