

# Complaints Procedure

The student approaches a suggested contact (placement tutor/link lecturer/academic advisor) with a complaint

Student identifies issue relating to placement in an assignment. Marker explores, with student, the validity of the issue(s) raised in the assignment. If issue highlighted is a concern that requires action, marker contacts placement tutor/link lecturer

Situation reviewed by placement tutor/link lecturer, action plan agreed with student, mentor/supervisor and documented appropriately – in student assessment of practice document (e.g. where additional support of student required) and/or on audit document (i.e. where action required to address issue in learning environment) and/or support student to complete **Accidents, Incident or Concerns on Placement – Report Form** as soon as possible.

**Situation Resolved**

**Situation CANNOT be Resolved informally**

**Action Plan reviewed - Situation NOT Resolved informally**

At the end of the placement, the student will be encouraged to give constructive feedback using the placement learning evaluation process.

Complaint by student relates to care delivery to service users or professional conduct or safety of care environment

Complaint by student relates to educational experience or learning environment or treatment of students

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.**

- 1) Notify SHU Link Lecturer/Link Team
- 2) Refer to and follow **Guidance for Students Reporting Concerns/ Complaints on Placement**

- 1) Notify SHU Subject Lead Contact
- 2) Link Lecturer/Link Team to follow up using Sheffield Hallam University Audit Process

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.

Refer to **Escalation of Concerns Arising from an Education Audit**, if necessary

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.

To contact the appropriate Placement Lead or Link Team click on this box which links to the **Contact Us** page on this website