

Complaints Procedure – Where students raise concerns.

Process

1. The student approaches a suggested contact (Link Lecturer/Link Team/academic advisor) with concern.
OR
Student describes 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).

Outcome

1. Situation is resolved informally – At the end of the placement, the student will be encouraged to give constructive feedback to the practice educator/supervisor (as normal) with the assistance of the Link Lecturer/Link Team/academic advisor.
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:
 1. Guidance for Students Reporting Concerns/Complaints on Placement
 2. Escalation of Concerns about a Placement Area and/or
 3. Exceptional Reporting of Serious Concern/IncidentFor guidance.
 - iii. Follow formal route to address concern in accordance with placement provider organisation's:
 1. Policies and procedures
 2. Including grievance procedure, if necessary
 - 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.

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. Inappropriate use of the evaluation process by a student is referred to the Course Management Team (CMT) for action.
- C. [Details of contact information for Health and Social Care Placement Leads/Link Teams.](#)