



# Exeter Nightline: Complaints Form

Date of complaint:

Complaint taken by:

Date of reported incident:

Incident medium:

Complaint details:

Desired outcome:

Your signature:

## Exeter Student Nightline's Complaint Policy

We are committed to providing a high-quality listening and information service to students. When something goes wrong, we encourage communication on this issue. This will allow us to resolve the issue as far as we can, and make sure it doesn't happen again.

If you have a complaint, please contact us with the attached form. We have eight weeks to consider your complaint. If we have not resolved it within this time you may complain to the Exeter Student Guild.

What will happen next?

1. We will send you an email acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will be dealt with Rose Ahier and Tessa Boyd (General Coordinators), who will review your matter file and speak to the volunteer who spoke to you.
3. The General Coordinators will then invite you to a meeting to discuss and hopefully resolve your complaint. We will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, the General Coordinators will write to you to confirm what took place and any solutions they have agreed with you.
5. If you do not want a meeting or it is not possible, the General Coordinators will send you a detailed written reply to your complaint, including their suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied with the outcome, you should contact us again and we will arrange for our Nightline representative at the Student Guild, Dan Cosgrove, to review the decision.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
8. If you are still not satisfied, you can then contact the Exeter Student Guild at [aandv@exeterguild.com](mailto:aandv@exeterguild.com) about your complaint. Normally, you will need to bring a complaint to Exeter Student Guild within six months of receiving a final written response

from us about your complaint or within six years of the act or omission about which you are complaining occurring (or if outside of this period, within three years of when you should reasonably have been aware of it).

Note: If your original complaint was against the General Coordinators of Exeter Student Nightline, then the final stage will be handled by Dan Cosgrove.