



Complaints Procedure

The University of Central Lancashire is committed to providing high-quality education and other services to its students and clients. Our aim is to provide a supportive environment including academic, well-being and recreational services and to be responsive to concerns when they are raised.

Feedback from students and clients is welcomed as part of the University's approach to the development and enhancement of the quality of its services. There are many local routes whereby concerns and issues can be raised and addressed, and you are encouraged to make full use of these routes. In particular, students should ensure that they are familiar with the quality assurance procedures that exist within academic departments and are described within Student Handbooks.

The University does, however, recognise that there might be occasions when you have cause for complaint about the service you have received; when this happens, the Complaints Procedure is intended to provide an accessible, fair and straightforward system which ensures an effective, prompt and appropriate response.

The University aims to handle complaints in a way that:

- encourages informal conciliation and facilitates early resolution
- ensures a full and fair investigation
- addresses all the points at issue and provides an effective response and appropriate redress
- provides a prompt resolution within established timescales
- positive actions can be taken to improve services continuously.

Should participants have any complaint against either Centre for Mediation or their appointed trainer, in the first instance, please email centreformediation@uclan.ac.uk or call 01772893080 to discuss the complaint.

The Head of the Centre will meet to discuss the complaint with the relevant participant with a view to resolving the complaint. If no agreement can be reached at this point, the complaint will be forwarded in writing to the relevant authorizing body, with a view to reaching a satisfactory solution.