**Advice Centre Complaint Procedure**

We hope that your experience with the Advice Centre is a positive one. However, you may feel that your experience has been unsatisfactory. If that is the case, we would like you to tell us so we can try to put matters right.

If you do want to raise a complaint, the three steps below will explain what you need to do:

**Step One**

If you are unhappy about any aspect of your interaction with the Advice Centre, in the first instance please raise this with the Advice Services Manager.

You are welcome to contact Angela Urasala, the Advice Services Manager, directly via email (a.urasala@imperial.ac.uk) or in person. We would appreciate it if you could raise the complaint as early as possible so that a resolution can be found as soon as the problem first arises. The Advice Services Manager will discuss with you directly to try and reach a suitable solution.

If you would prefer not to raise the complaint directly with the Advice Services Manager, please move to step 2.

**Step Two**

If you are unhappy with the way the complaint has been dealt with in Step One, please contact Andrew Keenan, Head of Student Voice & Communication, via email (a.keenan@imperial.ac.uk), stating in the subject line “Advice Centre Complaint”.

You will receive a reply within two working days with an invitation to meet Andrew to discuss the issue. The purpose of the meeting is to understand what has happened so far, what you are dissatisfied with, and what resolution you are looking for.

Once this meeting has taken place, the Head of Student Voice & Communications will decide how to investigate the issue further. He will speak to the Advice Centre if necessary and communicate his findings to the student.

**Step Three**

If you are not happy with the way the issue has been handled in Step Two, you can refer the matter to the Managing Director of Imperial College Union, Jarlath O’Hara (j.ohara@imperial.ac.uk).

Please send an email explaining what the problem is, what has happened so far, why you are not satisfied with the outcome of your complaint, and what your preferred outcome would be.

The Managing Director will get in touch with you within five working days of the initial email.

He will inform you about what will happen next. This will depend on the nature of the complaint and what has happened in Steps One and Two. Full details will be given in the email in response to the complaint. The investigation by the Managing Director is the final step in the complaint process and will determine the outcome.

You do need to follow step 1 to 3 in this order

For further details see the Advice centre complaint procedure