



CLARE COLLEGE
UNIVERSITY OF CAMBRIDGE

Complaints Procedure

If you have a complaint or concern about the service received from any member of staff, in the first instance please raise this directly with them. Hopefully any problems can then be addressed as they arise. If your problem cannot be resolved in this way and you wish to make a formal complaint, please contact the Senior Tutor, as soon as possible, ideally on the same day.

What will happen?

We will acknowledge your complaint promptly and aim to have looked into your complaint as soon as is reasonably practicable, during term time this would normally be within ten working days of its receipt. We shall then be in a position to offer you an explanation, or a meeting with the people involved.

When we look into your complaint, we shall:

- Find out what happened and what may have gone wrong.
- Subject to any confidentiality issues, make it possible for you to discuss the problem with those concerned, if you would like this.
- Make sure you receive an apology, where this is appropriate.
- Identify what we can do to make sure the problem doesn't happen again.

Complaining on behalf of someone else:

We offer a confidential service, so in situations where you are complaining on behalf of someone else, we will require a letter signed by the person concerned authorising you to complain on their behalf.