

# University of Chichester Disability and Dyslexia Service- Non Medical Helper Support Complaints Policy

## Introduction

The Disability and Dyslexia Service (DDS) aims to provide an exemplary service to all our students. However, we do recognise that, even in the best run organisations, there may be a time when you are dissatisfied with the service we provide. We have therefore devised this complaints policy, so that you know what you should do if you are dissatisfied, wish to raise a concern, or make a formal complaint about any aspect of the support we provide. We will treat any concern or complaint raised in a confidential and professional manner.

This policy is relevant to any service we are providing to you funded by the Disabled Student Allowance. Complaints about other aspects of our service can be dealt with through the University Complaints Policy.

## Step 1-Voicing concerns-Informal Process

A confirmation that an investigation has begun.

Support Assessment for the Disabled Student Allowance. You should be able to find their contact details on your report document.

You may also wish to discuss your concerns with the University of ~~Chichester~~ **Students' Union**. You can contact them by emailing [studentsunion@chi.ac.uk](mailto:studentsunion@chi.ac.uk).

**Stephen O'Melia**

Disability and Dyslexia Services Manager

9<sup>th</sup> January 2018