**The CATS Student Complaint Policy**

This policy addresses the handling of complaints or grievances against the Centre for Addiction Treatment Studies, the University of Bath or the student’s Work experience provider, collectively referred to for the purpose of this policy as “the institution”. For the purpose of this policy, the terms “complaint” and “grievance” are used synonymously and are referred to herein as “complaint”. If made verbally, the complaint is classed as an informal complaint. A formal complaint is one that has been submitted in writing. If an informal complaint cannot be resolved by talking through the problem with the person or people involved, and if the person making the complaint wishes to make it formal, then it should be reported through the channel appropriate to the institution concerned. If students are unsure where to direct their complaint, they should consult with any member of the Centre for Addiction Treatment Studies staff.

**Procedure for Addressing Student Complaints**

The Centre for Addiction Treatment Studies seeks to minimise student complaints and grievances by ensuring that students have opportunities to participate in the formal decision-making processes of the department through representation on the Staff Student Liaison Committee. We are committed to the continuing review and improvement of our provision and seek regular feedback from students through Staff Student Liaison Committees, evaluation questionnaires and user groups. In addition we make every effort to work in a professional manner and provide a safe working environment, but it is recognised that from time to time student complaints may arise. If a student has a complaint or grievance against another student, member of staff, service or institution, this can often be resolved informally by talking through the problem with the person or people involved. If this approach is unsatisfactory and the student feels the need to address the issue more formally, they should report it through the appropriate channels as identified below.

If the student wishes to pursue a complaint or grievance s/he has the right to be accompanied or represented by a 'friend' and can consult with the University of Bath’s Students’ Union which offers expert advice and advocacy services.

**Complaints concerning the Addictions Counselling Programmes**

If the complaint is in relation to either of the Addictions Counselling Programmes, the Centre for Addiction Treatment Studies staff, participants of the courses or the facilities, students should raise the complaint with the Programme Leader. It will then be handled in accordance with the following procedure. Every effort will be made to resolve problems in a reasonable and responsible manner with the assurance that you will not be penalised for so doing. If the complaint or grievance is against the Programme Leader, it should be directed to the Head of CATS.

Formal complaints will be recorded and reported to the Head of CATS. If the complaint or grievance is against the Head of CATS, it will be directed to the Director of Education and Research. Every effort will be made to give a written response to the complainant within 5 working days. If the issue cannot be resolved during that time period, the written response will give information on the action being carried out and the timeframes involved. The outcome of all complaints will be recorded.

If a complaint has not been satisfactorily resolved through CATS’ complaints procedure students are able to enter into Stage Three of the University complaints procedure. Further details can be found at [www.bath.ac.uk/university-secretary/guidance-policies/studentcomplaints.html](http://www.bath.ac.uk/university-secretary/guidance-policies/studentcomplaints.html)

**Complaints concerning Work Experience**

If the complaint or grievance is in relation to the Work experience provider, the procedure followed should be that of the individual agency. These institutions are required to submit records of complaints and grievances, with their outcomes to the Centre for Addiction Treatment Studies on an annual basis. Note: if a student’s complaint concerning the work experience provider or an agency’s complaint against the student cannot be satisfactorily resolved, then the issue may be referred first to the Centre for Addiction Treatment Studies and then to the University.

**Academic Appeals**

There are separate procedures for requesting a review of a decision made by the Board of Studies. See “Procedures for Academic Appeals” in the University of Bath Student Handbook.