

# **Academic Language Support Service Complaints Procedure**

## **Stage One**

If you are dissatisfied with any aspect of the service, you may make a complaint to the Academic Language Support Service Manager. This can be done in writing by email or letter:

Henrietta Pocock  
Academic Language Support Service Manager  
Loughborough University  
H.L.Pocock@lboro.ac.uk

The ALSS Manager will endeavour to resolve your complaint informally in the first instance. You will receive a response within 15 working days (please state your preference when you first contact us).

## **Stage Two**

You should start at this stage if your complaint is about the ALSS Manager.

If you are not satisfied with the initial response to your complaint and wish to take the complaint further, you

should put the complaint in writing to the Head of the Student Support Centre:

Charlie Wheeldon, Head of Student Development and Graduate Outcomes  
Loughborough University

C.Wheeldon@lboro.ac.uk

The email should be marked 'private and confidential' and provide as much detail as possible. You should also state why you are not satisfied with the initial response from the ALSS Manager.

## **Stage Three**

If your complaint remains unsatisfied you can write to the Director of Student Services, or you can request that the complaint be reviewed outside the department of Student Services.

You should write stating your complaint and why you are not satisfied with the responses so far.

Manuel Alonso, Associate Chief Operating Officer & Director of Student Services  
Loughborough University  
M.Alonso@lboro.ac.uk

If you want your complaint to be reviewed outside the department, please follow the formal procedure laid

down in Ordinance XXXVIII. Full details can be found on the website:

<http://www.lboro.ac.uk/governance/ordinances/38/current/>.