

- Student Services (via the Infozone at Ipswich or the relevant Welfare and Guidance department at partner institutions)
- Chaplaincy

6. Whoever you approach will talk the problem through with you and discuss possible courses of action. All advice will be given in confidence and without pressure as to the course of action to be taken.

7. It may be possible at this stage to resolve the matter informally to your satisfaction. If you do not feel able to do so, you may choose to progress the matter to the formal stage of the Student Complaints Procedure or consider contacting the Police. If you do choose to report the matter to the Police you will be supported to do so.

8. If complaints and difficulties cannot be resolved informally, then a formal complaint should be submitted in accordance with the Student Complaints Procedure. Your formal complaint should be submitted on the Complaints Forms (Formal Stage, available on MySuffolk and address the following:

- The nature of the complaint and how it has affected you
- The action you have taken to try to resolve the complaint
- The nature of any evidence you could present
- The resolution you are seeking

9. You can also contact the Student Complaints Procedure (OSACC) for advice. OSACC is based in the Student Services Centre, Ipswich. OSACC can be contacted on 01894 243953 or via email at osacc@suffolk.ac.uk.

Advice Centre, Student Services, or the Investigating Officer appointed by OSACC. 0 0 1 89.424 395.33 Tm