

## COMPLAINTS PROCEDURE

Our aim is to make our best efforts to ensure you receive appropriate support throughout your studies. However, if you are unhappy with any aspect of the service you receive from the Assessment Centre; please let us know, so that we can put it right.

The current University procedure is that you should first take your complaint to the individual concerned. If you feel you have not achieved a satisfactory outcome, you should take your complaint to the line-manager. In the Assessment Centre, the first port of call may be the Assessor who did your assessment or the Centre Administrator. If you are unhappy with the response you get you should escalate your complaint to the Assessment Centre Manager in the first instance, then to the Student Wellbeing Services Manager, University House.

More information about the University's complaint procedures can be found at <https://gap.lancs.ac.uk/complaints/Pages/default.aspx>

If you are a Lancaster University student and feel you would like some assistance in making a complaint, you can discuss the issue with the *Lancaster University Students' Union Disabilities* Representative, who may be able to support you. The representative can be contacted through LUSU (Bowland College, tel: 01524 593765). Students from other universities and colleges may be able to get help from their own Student Unions or from the Disability Advisor at their institution.

Phillip Satchell (Centre Manager)

Assessment Centre  
University House A47  
Student Based Services  
Lancaster University  
LA1 4YW

Tel: 01524 592753  
SMS: 07805 473993  
Email: [assessmentcentre@lancaster.ac.uk](mailto:assessmentcentre@lancaster.ac.uk)