

School of Nursing and Midwifery

Complaints Procedure

If you have any issue about which you are unhappy within the School of Nursing and Midwifery, you are advised to first try to resolve it with the help of your personal tutor who should be able to advise you. If the issue is not resolved to your satisfaction the School urges you to make a formal complaint using the following procedure:

1. Your detailed complaint must be sent in writing to The Deputy Dean, Bartolome House, School of Nursing and Midwifery, Winter Street, Sheffield S3 7ND

Your complaint will then be considered formally. You will receive a response to your complaint within 10 working days of receipt of your letter. Where this is not possible you will be informed in writing of progress made investigating the complaint. You will be given the reason if the complaint is not upheld.

2. If the problem remains unresolved to your satisfaction you should complain further to the Dean of School, Bartolome House, School of Nursing and Midwifery, Winter Street, Sheffield S3 7ND. Giving clear details of the nature of the continuing problem. This will then be considered and after consultation as necessary, the Dean of School will provide a written response within 10 working days of receipt of the complaint, indicating action to be taken. Where this is not possible you will be informed in writing of progress made investigating the complaint. You will be given the reason if the complaint is not upheld.

3. If the problem remains unresolved to your satisfaction, you should write formally to the Registrar and Secretary at University of Sheffield, Firth Court, Western Bank, Sheffield. S10 2TN. The Registrar and Secretary will then investigate the matter and will normally respond within 28 days of receipt of your complaint.

These procedures do not affect your legal rights in any way.