

## Industrial Action – Student Complaints and Extensions Information for Students

The University is doing everything we can to minimise the impact of industrial action on you and your studies. Your School is making every effort to put in place alternative provision if any of your teaching or assessment is affected. However, if you wish to raise a concern about the impact of industrial action upon you (\*\* - see below) you can do this by using the following:

### Student Complaints Process

The key steps are as follows:

- You are advised to contact [Guild Advice in the Guild of Students](#) for advice and support throughout the process of raising a concern or a complaint.
- Firstly, you should raise your concerns with the most appropriate member of staff within your School, who will try to resolve the matter informally. Save in exceptional circumstances, you should do this within one month of the end of the [semester](#) in question (i.e. by 21 February 2022 for any impact experienced within semester 1 of 2021/22).
- You should explain what your concerns are and how you would like them to be resolved. For example, if a lecture was cancelled without any alternative arrangements being put in place, you may want an opportunity to make up the missed learning by having the lecture rescheduled or having access to alternative material.
- If your School is unable to resolve your concerns to your satisfaction, you may submit a Concern Review Form (available at [this page](#)) to [student-complaints@contacts.bham.ac.uk](mailto:student-complaints@contacts.bham.ac.uk) within one month of the response from your School.
- An Investigating Officer will be appointed to consider your complaint and will aim to respond to you in writing within 20 working days.
- If the issue has still not been resolved to your satisfaction, the response to your complaint will explain the next steps you can take.

Further information about the complaints process is available on the [University intranet](#). If you have any queries about the complaints process, please contact [student-complaints@contacts.bham.ac.uk](mailto:student-complaints@contacts.bham.ac.uk).

### Extensions

You may wish to discuss with your School the possibility of extending hand-in dates or other deadlines, where industrial action has affected you. Further information about requesting an extension can be found [here](#). An extension request is likely to be the most appropriate way to manage any impact you experience in relation to coursework.

### Extenuating Circumstances

The Extenuating Circumstances (EC) process is available should you wish your School to take into account any impact of industrial action upon you when the Board of Examiners meet to decide what your progress decision should be. If you can clearly show how your ability to perform well in assessments has been affected by the industrial action you may wish to complete an Extenuating Circumstances (EC) form [here](#). Please ensure that you submit any EC form by the deadline set by your School.

### Further Information and Advice

You are strongly advised to look at the further industrial action information and FAQs available on the [intranet](#).

- \*\* If you are raising issues of concern about the impact of industrial action please provide details, including relevant dates, times, how you were affected by industrial action and whether any alternative arrangements have been made e.g.
- cancelled lectures, supervision sessions, assessments (whether formative or summative), other planned contact with academic staff which did not take place, or learning opportunities which were not available, due to industrial action;
  - restricted access to library, research, laboratory and other facilities and services provided by the University;
  - other ways in which you were affected by industrial action.

