

Disability Services, Bangor University



Complaints Policy & Procedure – Non Medical Help (NMH)

If you are unhappy about something, please bring it to our attention as matters can often be resolved informally if they are raised in a timely manner.

We hope that you will find no cause to complain about our Non Medical Help (NMH) provision at Bangor University, but, if you do, we will do our best to resolve your complaint as quickly as possible, in a professional and non-confrontational manner, and ensuring your rights to privacy and confidentiality when dealing with your complaint.

Disability Services are subject to Bangor University's Student Grievance Procedure (<https://www.bangor.ac.uk/regulations/procs/proc01.php.en>) which you are entitled to invoke at any stage.

If you are dissatisfied about our NMH provision, please:

- Contact the member of staff who is immediately responsible for the situation. If you are unsure who that is, please email disabilityservice@bangor.ac.uk explain your grievance and ask for a specific resolution to it. You should expect to receive a reply within five working days.
- If this does not resolve the matter to your satisfaction, you may either contact:
 - Jane Jones, SpLD Manager: disabilityservice@bangor.ac.uk
 - Esther Griffiths, Senior Disability Adviser: disabilityservice@bangor.ac.uk or
 - Maria Lorenzini, Director of Student Services: m.lorenzini@bangor.ac.uk.

You should expect to receive a reply within five working days.

- The time-limits set out must normally be followed. However, in the event of the delay you will be kept informed in writing and given an estimated timescale for consideration of the complaint.
- If you do not find the reply or resolution satisfactory, you may submit a formal complaint under the University's Student Grievance Procedure.

21 April 2016

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