University Counselling Services
Complaints Procedure

If you have a complaint against UCS or a member of its staff this information sheet is designed to help you make a complaint – who to contact and what we will do to put things right, if possible. Unfortunately, there are occasions when problems arise, and as part of our commitment to good quality service, we try to make sure we listen to any difficulties you may have with our service.

Our Commitment
We are concerned to deal with all complaints in an efficient and understanding way. To achieve this we will:

1. Take all complaints seriously and treat them with respect.
2. Ensure complaints are dealt with in confidence where appropriate.
3. Deal with complaints as quickly as possible
4. Provide a final written response within 28 days of receipt of the complaint.
5. Review patterns of complaints and try to improve areas with recurring problems.

How to make a complaint

1. Wherever possible we will try to deal with your complaint informally through contact with our Administrator. Very often simple mistakes or misunderstandings can be sorted out straight away.

2. If this does not help, you can contact the Director, stating in writing what you feel the problem to be.

3. If you are still unhappy, you can access the University’s formal complaints procedure at www.sussex.ac.uk/secretariat/1-2-4.html

In the event of a complaint being proven actions may include recourse to the University’s disciplinary procedures and to those of any relevant professional body.