

Complaints: guidance for staff

If you wish to make a complaint, or have been the subject of a complaint, here is some guidance about procedures and support:

Making a complaint

1. Please speak to your line-manager first to raise the matter and ask for support.

If for any reason that is not possible, or your line manager is unable to offer the needed support:

2. All staff members may contact the Associate Dean for People, Culture and Inclusion (Jim Endersby j.j.endersby@sussex.ac.uk). PS staff are encouraged to speak to the Head of Professional Service (Jacqueline Guillemard J.A.Guillemard@sussex.ac.uk)

If for any reason that is not possible, or if Jacqui or Jim are unable to help:

3. Contact the Dean (please email MAH-eadean@sussex.ac.uk)
4. If appropriate, you are welcome to speak to one of the [School's EDI leads](#) and or/to your Union Rep
5. If you feel none of these options are appropriate for any reason, you may also wish to consider using the [Report and Support Tool](#).
6. Finally, if you are unable to resolve the issue at School level, you can make a formal complaint using the [Staff grievance procedure](#).

If you are the subject of a complaint

We have established procedures for dealing with complaints about staff members, whether made by students or colleagues. If you are the subject of a complaint, you may feel distressed and/or need additional support, so here is a summary of the steps you can take.

1. Please speak to your line-manager first to raise the matter and ask for support.

If for any reason that is not possible, or your line manager is unable to offer the needed support:

2. All staff members may contact the Associate Dean for People, Culture and Inclusion (Jim Endersby j.j.endersby@sussex.ac.uk). PS staff are encouraged to speak to the Head of Professional Service (Jacqueline Guillemard J.A.Guillemard@sussex.ac.uk)

If for any reason that is not possible, or if Jacqui or Jim are unable to help:

3. Contact the Dean (please email MAH-eadean@sussex.ac.uk)
4. You may also wish to speak to your union rep.
5. The university has a range of Wellbeing support options. Find more information [here](#).