THE LONDON SCHOOL OF ECONOMICS AND POLITICAL SCIENCE

LSE Student Wellbeing Services Complaints Procedure

Last updated: August 2024

Our service

LSE Student Wellbeing Service works with staff and students to remove barriers and manage challenges to get the most from their LSE experience. We offer students professional support from four key services - disability, mental health, wellbeing, and counselling. Staff can also access counselling services. We are committed to providing a high-quality, inclusive, and supportive service. When we are not able to get things right, we want to work together with you to put them right. Our complaints procedure applies to you if you have accessed the Student Wellbeing Services. We take all complaints seriously and aim to resolve them promptly. We log and track complaints through to resolution and our senior management team review complaints annually.

How to make a complaint?

If you would like to make a complaint or give feedback about our service, we request that you follow the four stages as laid out in this procedure.

Stage 1 - Resolution is straightforward and requires little or no investigation

Stage 2 - Escalation in the event of unsatisfactory resolution at Stage 1

Stage 3 - Escalation in the event of unsatisfactory resolution at Stage 2

Stage 4 - Appeals in the event of unsatisfactory resolution at Stage 3

Stage 1 - Resolution is straightforward and requires little or no investigation

Wherever possible, we want to resolve your complaint locally. Contact the person who is responsible for the situation you are complaining about. This gives them the opportunity to rectify the situation before the complaint is escalated to management. If the resolution is not straightforward or you are not satisfied with their response, please move onto stage 2.

Response time: We will look to resolve your complaint immediately. Due to different working patterns, you can expect a resolution within five working days.

Stage 2 - Escalation in the event of unsatisfactory resolution at Stage 1

If you are not satisfied with the resolution at stage 1 or it has not been dealt with in the agreed time frame. You can contact the manager responsible for overseeing the team.

THE LONDON SCHOOL OF ECONOMICS AND POLITICAL SCIENCE

Please use this Student Wellbeing Services complaint form template and attach it with your email.

The contact details for each service area are stated in the table below.

Response time: The manager will aim to send an initial response to you **within 5 working days**. In the initial response, where appropriate, the result of any investigation will be stated, guidance on the proposed resolution will be offered and where possible an estimated time of completion will be provided.

Follow-up: every effort will be made to resolve the issue at this stage and provide regular progress updates. The contact may be in consultation with other managers to ensure the most appropriate resolution is provided.

If your complaint can be better dealt with by another service, we will redirect any complaints internally between the managers listed below

Contact details for stage two complaints	
Service	**Contact**
Counselling – Counsellors	**Max Eames (Deputy Head of Counselling)** m.a.eames@lse.ac.uk
Disability – Disability Advisors	**Kirsty Mackenzie (Deputy Head of DMHS - Disability)** k.mackenzie@lse.ac.uk
Mental Health –Mental Health Advisors	**Stef Hackney (Deputy Head of DMHS – Mental Health)** s.hackney1@lse.ac.uk
Wellbeing – Wellbeing Advisors and Peer Supporters	**Ben Redhead (Head of Wellbeing - interim)** b.redhead@lse.ac.uk
Admin – Admin Team or other general complaints	**Kieran Murphy (Head of Wellbeing Team)** k.murphy3@lse.ac.uk

Stage 3 - Escalation in the event of unsatisfactory resolution at Stage 2

If you are still not satisfied with the resolution at stage 2, you can contact another service manager.

Attach the original complaint form you sent at Stage 2 and some additional context as to why you are not satisfied with the resolution at Stage 2.

Response time: The manager will aim to send an initial response to you **within 5 working days**. In the initial response, where appropriate, the result of any investigation will be stated, guidance on the proposed resolution will be offered and where possible an estimated time of completion will be provided.

Follow-up: every effort will be made to resolve the issue at this stage and provide regular progress updates. The contact may be in consultation with other managers to ensure the most appropriate resolution is provided.

Contact details for stage three complaints

Contact
Stef Hackney (Disability and Mental Health Service Manager) s.hackney1@lse.ac.uk

Stage 4 - Appeals in the event of unsatisfactory resolution at Stage 3

If your complaint has not been resolved at Stage 3, contact the senior manager overseeing the service.

Attach the original complaint form you sent at Stage 3 and some additional context as to why you are not satisfied with the resolution at Stage 3.

Response time: The relevant contact will send an initial response to the student within 3 working days from when they receive the complaint (or sooner in an emergency). In the initial response, where appropriate, the result of any investigation will be stated, guidance on the proposed resolution will be offered and where possible an estimated time of completion will be provided.

Follow-up: Every effort will be made to resolve the issue at this stage. In rare instances, there is not a resolution. The contact at stage four will provide guidance on how to pursue the complaint beyond the Student Wellbeing Service, if necessary.

Contact details for stage four complaints
Contact
Venitia Stoby (Deputy Head of Student Services – Student Wellbeing) v.m.stoby@lse.ac.uk

Confidentiality

Where possible complaints will be dealt with internally within the Student Wellbeing Services team in line with its confidentiality policy. Depending on the nature and severity of the complaint we reserve the right to share information on a “need to know basis” to ensure an appropriate resolution.