

SECTION A16

COMPLAINTS

- 16.1 Anglia Ruskin University has a formal Student Complaints Procedure which is published in the *Rules, Regulations and Procedures for Students* document published at:

http://web.anglia.ac.uk/onet/staff/sec_clerk/rul_regs.phtml

- 16.2 Advice and guidance on the complaints process is also available at:

http://web.anglia.ac.uk/onet/staff/sec_clerk/feedback.phtml