

## 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](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](http://web.anglia.ac.uk/onet/staff/sec_clerk/feedback.phtml)***