**Template for Departmental responses to informal Covid-19 related complaints**

Dear Name,

I am writing in response to your recent query/complaint received on DATE. I considered your query/complaint informally in accordance with the University’s [Student Complaints Procedure (Regulation XVIII)](http://www.regulations.manchester.ac.uk/academic/regulation-xvii-student-complaints-procedure/).

Apologise if there has been a delay in responding to the informal complaint.

**Background**

If part or all of the student’s complaint relates to Residential Services/House Services or other (non T&L) service provider, explain what has been done to refer that element, and/or who it has been passed to.

Talk about the background to the complaint, and summarise the points the student has raised in their complaint. For example:

* In your complaint you have explained that …
* You have stated that …
* Your complaint centres on …
* You have asked that your complaint be resolved by …
* In support of your complaint you have attached/included …

Include any relevant dates/events.

**Outcome**

Give your response to each of the points the student has raised in their complaint. Explain what you have done to look into each key point and then what you have found. Reference the evidence the student attached if relevant.

If something has gone wrong, explain why it went wrong and what has been done to stop it from happening again. Don’t underestimate the power of an apology.

Lay out the resolution to the query/complaint if appropriate.

**If there has been a request for a tuition fee refund**

I can confirm that students will be charged the full published tuition fees for 2020 entry. You can read more about this and what tuition fees are spent on, on our [student Coronavirus FAQs](https://www.welcome.manchester.ac.uk/welcome-and-induction/arriving-on-campus/staying-safe/coronavirus-faqs/).

If you are struggling financially, the [Living Cost Support Fund](https://studentnews.manchester.ac.uk/2020/04/29/here-to-help-living-cost-support-fund-open-for-applications/) is open all year round, to offer practical support. The fund can award small grants and loans to support you, if you find yourself experiencing unexpected or additional financial worries.

**Right to submit a formal complaint**

I hope that this answers your query. If you are unhappy with this response, you have the right to submit a formal complaint to the Faculty of Science and Engineering. You can find the complaint form and more information [online here](http://www.regulations.manchester.ac.uk/academic/regulation-xvii-student-complaints-procedure/). You should submit your formal complaint to [fseappealsandcomplaints@manchester.ac.uk](mailto:fseappealsandcomplaints@manchester.ac.uk) as soon as possible, or at least within 40 working days of the date of this email.

You can get free and independent advice and guidance from the [Students’ Union Advice Centre](https://manchesterstudentsunion.com/advice), and there is also a leaflet outlining sources of support attached to this letter.

Yours sincerely,