

**STUDENT COMPLAINT FORM**

The completion and submission of this form initiates a formal complaint under the University’s Higher Education Student Complaints and Resolution Policy and Procedure. Completion of this form should **only** be undertaken if either:

1. you are unhappy with the way in which your complaint has been handled informally - *or*
2. you feel that the substance of the complaint is such that attempted informal resolution is inappropriate.

Completed forms should be submitted to the Deputy Academic Registrar (Quality & Standards). Assistance in completion of the form can be sought from the President of the Students’ Union or Academic Registrar.

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| **1. CONTACT DETAILS**  IN THE CASE OF A GROUP COMPLAINT, PLEASE ATTACH DETAILS OF ALL COMPLAINANTS ON A SEPARATE SHEET, AND NOTE THE DETAILS OF THE REPRESENTATIVE BELOW |
| **Surname:**  **(Please print)** |
| **Forename(s):**  **(Please print)** |
| **Course and Level of Study:** |
| **Correspondence Address:** |
| **Telephone/Mobile Number:** |
| **University Email Address:** |
| **2. NATURE OF COMPLAINT** |
| 1. Please state the details of your complaint, including dates of incidents or events if appropriate, with copies of any relevant documentation. If you are completing a paper copy of this form and require additional space, please continue on separate sheet(s) of paper and attach to the form. 2. Please explain the steps you have taken to resolve your complaint informally and attach copies of any relevant correspondence. 3. Please explain why you are not satisfied with the response you have received during the informal stage of the complaints procedure |
| **3. RESOLUTION** |
| Please indicate, without prejudice, the nature of the outcome or further action which you are anticipating in the formal resolution of your complaint. |

# DECLARATION

I declare that the information provided by me on this form is a true and accurate reflection of events.

# Signed: Date:

**Note:** In order to investigate your complaint fully, any member of staff referred to in the complaint will be made aware of the issues that you have raised and will have an opportunity to comment on them. If, for any reason, you feel compromised in making your complaint by this procedure please contact Academic Registrar to discuss the nature of your complaint.