STUDENT COMPLAINT FORM

This form is in two sections. Boxes A and B should be completed when attempting to resolve a complaint by the informal procedure via the School or Service department. This section must be completed before referral to Registry.

Boxes C and D should be completed if the student does not consider the complaint to have been resolved by the response to the informal procedure via the School or Service department and should be sent to the Head of Registry.

Advice on completion of the form can also be obtained from and the Students’ Union Advice Centre.

COMPLETE IN BLOCK CAPITALS OR TYPE

Personal Details

Full Name:……………………………………………Enrolment No:………………………….

Course and year: …………………………………………………………………………………

Address for correspondence in connection with the complaint:

……………………………………………………………………………………………………
……………………………………………………………………………………………………
……………………………………………………………………………………………………

Postcode:........................... Telephone/Mobile number:......................................

Email: ........................................
BOX A: Details of complaint, including dates of actions and any supporting evidence for example; any correspondence, Extenuating Circumstances forms (please use additional sheets if necessary):


BOX B: Please indicate what outcome or further action you are expecting:


FORMAL PROCEDURE PART I
To be completed if the student does not consider the complaint to have been resolved by
the response to the informal procedure via the School or Service department

BOX C: Please explain why you are unsatisfied with the response you have received:

BOX D: Please explain here what steps you have taken, together with dates and supporting evidence, to resolve your complaint locally (as per the informal procedure):

As part of the investigation of your complaint, any members of staff mentioned, for example, the course team will be made aware of the complaint, as will the Dean/Director/Head of the Academic or Service Department involved.

Declaration
I declare that the information given in this form is true, and that I am willing to answer further questions relating to it if necessary.

Signed:…………………………………………… Date:…………………………………………