



Student Complaints Form

The completion and submission of this form initiates a formal investigation into your complaint. You should only complete it if either (a) you are not satisfied with the way your complaint has been handled informally or (b) you feel that the substance of the complaint is such that attempted informal resolution is inappropriate. All sections of the form should be completed in as much detail as possible.

There are two types of complaints:

1. A complaint about the provision of programmes, or parts of programmes of study, services or facilities by the Centre or the actions or lack of actions by the Centre or its staff, as set out in Student Complaints Procedure.
2. A complaint of bullying, harassment victimization or discrimination by another student or member of staff.

In both cases the completed form should be submitted to the Head of Centre within 30 working days of the events or actions (or lack of actions) which prompted the complaint.

1. **I have consulted the relevant procedures and I would like my complaint dealt with as a:**

Please mark the most appropriate box below;

- Formal complaint regarding academic services/facilities
- Formal complaint of bullying, harassment victimisation or discrimination

2. **About You** (In the case of a group complaint, please attach details of all complainants on a separate sheet. We will not consider any student to be a member of a complaint without their written permission.

Full Name: Click or tap here to enter text.

Student No.: Click or tap here to enter text.

Program of Study: Click or tap here to enter text.

Year of Study: Click or tap here to enter text.

Address for correspondence: Click or tap here to enter text.

Telephone No: Click or tap here to enter text.

Mobile No: Click or tap here to enter text.

Email: Click or tap here to enter text.





3. About your Complaint

- a) Please set out the details of your complaint, including dates of incidents or events if appropriate, with copies of any relevant documents (e.g. emails and other correspondence that you wish to be taken into account). Such evidence should normally be contemporaneous and capable of verification. If you need more space, please continue on separate sheets of paper and attach them to the form.

[Kindly insert your complaint details here.]

- b) Please explain what steps you have taken to resolve your complaint informally and attach copies of any relevant correspondence and the names of staff with whom you have raised the complaint. If you have not attempted to address your complaint informally please provide the reason why.

[Kindly list your steps here.]

- c) Please explain why you are not satisfied with the response you have received at the informal stage (if the informal stage has been used).

[Kindly write your reason for unsatisfaction here.]





- d) Please outline all evidence you wish to submit to support your case using the format below. Smaller items can be included in this form, or a link to where items can be found electronically can be listed. If you wish to submit in hard copy, please state 'hard copy given to (Head of Centre/ Director)'

Date	Description of item of evidence	How does it support your complaint?	Where can it be found?

4. Resolution

Please indicate, without prejudice, what outcome or further action you are wanting in resolution of your complaint.

[Kindly state your expectation for the final result.]

5. Declaration

I declare that the information given in this Form is true. I have consulted the relevant Procedure above that I wish my complaint to be considered under, as indicated on page one of this Form.

Signed:

Date:

