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C O N F I D E N T I A L

Student Complaint Form

Please ensure that you have read the Faculty of Education’s **Student Complaints Policy and Procedure** before submitting this form.

This form should be sent to the Registrar.

*Please keep a copy of this form for your records*.

SECTION A - YOUR DETAILS

|  |  |  |  |
| --- | --- | --- | --- |
| First name: |  | Surname: |  |
| Programme: |  | Year of study: |  |
| Student Number: |  |
| Email: |  |
| Telephone: |  |
| Details of anyone acting on your behalf: |
|  |

SECTION B – NATURE OF THE COMPLAINT

(Use an additional sheet if necessary.)

|  |
| --- |
| Please set out the details of your complaint below: |
|  |

SECTION C - AN OUTLINE OF THE ACTION YOU HAVE TAKEN SO FAR

Please outline the steps you have already taken to resolve your complaint informally and attach all correspondence todate:

|  |  |
| --- | --- |
| With whom was the complaint discussed? |  |
| Date: |  |
| What was the outcome? |
|  |
| Please state why you believe the matter remains unresolved: |
|  |

SECTION C - DESIRED OUTCOME

|  |
| --- |
| Please state the outcome you desire from the grievance below: |
|  |

|  |
| --- |
| Please list any evidence supplied with this form in support of your claim: |
|  |

SECTION D - DECLARATION

I believe that the above information is accurate.

Signature: …………………………………… Date: ……………………

FOR OFFICE USE ONLY:

|  |
| --- |
| INITIAL INVESTIGATION |
| Case Established? Yes/No |  |
| Reason(s) for decision: |
|  |
| Notes of Complaints Meeting |
|  |
| Outcome of Complaints Meeting |
|  |