UFORM010 Student Complaints Form Rev 1

This form is to submit a <u>Formal Complaint</u>. Complaints must relate to a specific concern or issue related to an academic programme and/or the actions of a member of staff. Wherever possible, the College would wish to see any complaint resolved as close as possible to the disputed matter and informally where possible. The following procedure should apply where this has been investigated and found to be not possible or when you believe you wish to or need to make a formal written complaint. The form should be completed in full; any supporting documentation should be attached securely. You are also advised to retain copies of all documentation.

Full Name:	
Address for Correspondence:	
Phone Number:	
Email:	
Programme Title:	

The Complaint

Please outline the main points including times, dates, and nature of the incident. Please provide any evidence in support of your complaint and the names of the individual(s) involved. Please detail any attempts to reach an informal resolution.

Outcome Desired

Please detail how you believe your complaint could be resolved.

Declaration

By signing this below you agree that:

(a) I understand that the details of the complaint will be provided to the person against whom you have made the complaint, if relevant to a person, and may be provided to other individuals as well as the recipient of this form on a confidential basis. Disclosure to other individuals will be on a strictly 'need to know' basis where it is deemed necessary by the investigator. I understand that it is usually not possible or appropriate to maintain full confidentiality in all circumstances for reasons outlined in UPRO010 UniHaven Student Complaints and Disciplinary Procedure Rev 1.

(b) This form contains an accurate description of my complaint.

Signed:	Signed:
_____ Date: _____	_____ Date: _____
Student	Programme Manager/Academic Director