

# Student Complaint Form

## Stage I – Head of School / College or Service Department

Form C1

* Please ensure that you have read the [Complaints Procedure](https://www.uwl.ac.uk/about-us/policies-and-regulations) before you complete this form.
* Advice on completion of the form can be obtained from the Students’ Union, and we recommend that you contact them by E-mail [uwl.su@uwl.ac.uk](mailto:uwl.su@uwl.ac.uk) or telephone 020 8231 2276.
* Any person about whom the complaint is made will be supplied with the copy of the complaint.
* Anonymous complaints will not be accepted under this procedure.

If possible, please complete this form by typing in. If completing by hand, please make sure your handwriting is easy to read.

Once completed, please submit this form with all relevant evidence to [**university.secretary@uwl.ac.uk**](mailto:university.secretary@uwl.ac.uk)**.**

### Your details

|  |  |
| --- | --- |
| Title (select one) | Mr, Mrs, Miss, Ms, Other |
| Name and surname |  |
| Student ID number |  |
| School / College |  |
| Course |  |
| Type of study (select one) | Foundation, Bachelors, Masters, Other |

### Your contact information

If you have supplied contact information which is different from the details registered with the University, please update your details on My Registry as soon as possible.

|  |  |
| --- | --- |
| UWL email |  |
| Alternative email |  |
| Phone number |  |
| Contact address |  |

### Student Union advisor

If you have sought advice from the UWL Students Union, please complete this part of the form.

|  |  |
| --- | --- |
| Name or your SU advisor |  |
| Do you consent to us sharing the outcome of your complaint with your SU advisor? | Yes / No |

### Representative

If you are being represented by another person, who should be contacted directly regarding this complaint, please provide their details below. They will also need to sign this form on the last page.

|  |  |
| --- | --- |
| Title (select one) | Mr, Mrs, Miss, Ms, Other |
| Name and surname |  |
| Relationship to student |  |
| Email |  |
| Phone number |  |
| Contact address |  |

### Your complaint

Please set out the main points of your complaint, including dates of incidents and persons involved. If you are completing this form by hand and require more space, continue writing on a separate sheet of paper and attach it to this form.

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### Supporting evidence

Please attached any relevant documents, for example, email correspondence, to this form. Please list below the evidence you are attaching to support your complaint.

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### Actions you have taken

Please outline what steps you have taken to resolve your complaint informally, including details of staff members you have involved. Please provide reason(s) why you are not happy with the outcome of their actions and the response received.

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### Requested outcome

Please indicate what outcome you are expecting in order to resolve your complaint.

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|  |

### Declaration

By signing this document, you agree that:

* I have read and understood the Students Complaints Procedure
* I declare that the information given in this form is true and accurate to the best of my knowledge.
* I am willing to answer further question relating to this matter if required.
* In order for this complaint to be investigated without prejudice, I give my consent for:   
  - The University to use the information provided on and with this form to investigate my complains and the details to be provided to relevant schools or support services within the University if necessary to conduct a thorough investigation.  
  - Any member of staff mentioned in my complain to be made aware and given the opportunity to comment.  
  - Any person about whom the complaint is made to be supplied with a copy of my complaint and supporting evidence.

Student signature:

Date:

Representative’s signature (if applicable):

Date: