Formal Complaint Form

1. Personal	
Details Name:	Student ID:
Programme:	Year:
Address:	Telephone No:
	Email
2. Complaint Details	
Please state the nature of your complaint and give further details (use separate sheets if necessary). Please give exact date(s)/time(s) and location(s) of incident(s) wherever possible. Retrospective complaints (three calendar months after the informal complaint) will not be considered.	
Do you have any documentary evidence to support your complaint? Please give details and attach copies where possible.	

From your point of view, what would be the desired outcome of your complaint?
What prevented the complaint from being resolved informally?
Who else have you discussed this complaint? Has advice been given and have you acted on this advice?
Can you suggest any action which will prevent this situation from recurring?
3. Declaration
I declare that the information given in this formal complaint form is a true statement of the acts and that I would be willing, if required, to answer further questions related to it. I also agree (in accordance with the Data Protection Act) to this form being held on file by the Head of Student Services. Signed: Date:

Completed forms should be handed in to the Academic Administration Office, for which you will be given a receipt

For Office Use only:

Date complaint received…….

Date receipt provided…….

Office Reference ……

Name of the recipient ……

Complaint form sent to ……