



Complaint Form

If you intend to make an informal or a formal complaint about the delivery and quality of services received, about the delivery of teaching/ supervisory provision or any other matters relating to a programme of study, you should use this form to put forward your case. Before completing this form, please ensure that you have read the University's [Student Complaints Procedure](#) and, especially, the [Guidance](#) we provide for Students who are considering submitting a Complaint.

Where possible, students should attempt to resolve complaints informally, for example by raising their concerns with the relevant Head of Department or Service, at the earliest possible stage.

You may also find it helpful to contact the [Student Advice Centre](#) for independent guidance and support.

All sections of the form must be completed. The form and accompanying documentary evidence to be submitted by email to:

- **Informal Complaint:** The Head of your Department, or the Service concerned. Please note that you should normally complete the Informal stage of the process before moving to the Formal stage.
- **Formal Complaint:** sas.acadappeals.complaints@sheffield.ac.uk.

You should expect an acknowledgement of receipt of your complaint within 5 working days. We aim to complete each Stage of the Complaints Procedure within one calendar month of receipt of a Complaint Form. If the outcome is likely to be delayed, you will be kept informed as to the progress of your case once a calendar month has elapsed.

You will be informed in writing of the outcome of your complaint in due course.

Section A: Your Details

Title:		Forename:		Family name:	
Registration Number:		Email:			
Programme of Study/Research:					

Section B: Student adviser or another representative: (If applicable, please give the name of your adviser/representative, indicating whether they are legally qualified)	
Name:	
Legally qualified?	<input type="checkbox"/> Yes <input type="checkbox"/> No

Section C: Type of complaint:	
<input type="checkbox"/> Informal Complaint. Complete the form and send to the Head of Department/Service	
<input type="checkbox"/> Formal Complaint. Complete the form and send to the Student Engagement and Progress team	

Section D: An outline of any action you have taken so far to attempt to resolve the matter informally	
Informal discussion (if applicable). With whom was the matter discussed?	
Position:	
School(s)/Department(s):	
Date discussed:	
Informal Complaint submitted to Head of Department/Service:	
To whom was the Informal Complaint addressed?	
School(s)/Department(s)/Service name:	
Date written response received:	

Please attach written response to this form	
Please explain why you believe that the matter has not yet been resolved satisfactorily:	

Section E: A brief summary of your case, and evidence (500 words or fewer): Please list the **main** points of your case here, and explain how your individual pieces of evidence support your complaint. You can expand on this information in Section E, however, **your main points should be made clearly and concisely in this Section.** Where the information filled into Section D1 exceeds the 500-word count, we may not be able to take your complaint forward without you amending this information. We will contact you to request this if appropriate to do so.

Section E1: (500 words or fewer) the Key points of your case:

Section E2: List your evidence, and, where appropriate, briefly explain how each piece supports your complaint

Each piece of evidence should be clearly labelled (e.g. appendix 1, appendix 2, evidence 1, evidence 2) at the top of each document itself and not just as the attachment name.

The evidence you provide must be genuine, accurate and verifiable. If you provide false or misleading information or evidence/documentation, this can result in the termination of your academic appeal, and disciplinary action and sanctions, including expulsion from the University, in line with the Student Discipline Regulations.

Section F: Statement of complaint: As briefly as possible, this section provides space for you to set out any additional background to the main points of your case. You may wish to provide contextual or descriptive details of any incidents listed above in Section E. You may also wish to provide additional detail relating to the impact upon you of the events described in Section E.

The full substance of your case will be considered, based on all the information provided. Students should not expect that all individual points listed in Section E will be directly commented on in the final decision.

If your case concerns particular modules, please note here the module codes/references, and which semester these fall in (e.g. ACEU101, Autumn 2019/20)

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Section G: The desired outcome of my complaint: Please describe the action you would like to see taken in order to resolve the complaint to your satisfaction. (Please be aware that notes made here are used for guidance only)

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Section H: Checklist: when finalising your complaint before submission please check the following:

- | | |
|--------------------------|--|
| <input type="checkbox"/> | Have you filled in every section of the form? |
| <input type="checkbox"/> | Have you supplied contact information? |
| <input type="checkbox"/> | Have you filled in the details of your representative, if you have one? |
| <input type="checkbox"/> | Have you attached all the evidence you wish to use to support your case? |

Section I: Declaration

I believe that the information and evidence I have provided are accurate. I confirm that details of this appeal can be passed on to the relevant Faculty Officer/senior member of Academic Services and the Head of the Department/School concerned and my adviser or representative (if applicable).

Signature:**Date:**

Please keep a copy of this form for your records.