**CONFIDENTIAL**

**Industrial Action Complaint Form**

**THIS FORM SHOULD BE USED WHERE YOU ARE SEEKING TO COMPLAIN ABOUT THE IMPACT OF INDUSTRIAL ACTION** **ONLY**. The standard Complaints Form should be completed for all other complaints: <https://www.sheffield.ac.uk/ssid/complaints-and-appeals/complaints>

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.

Before completing this form, please ensure that you have read the University’s [Student Complaints Procedure](https://www.sheffield.ac.uk/ssid/complaints-and-appeals) and the *Guidance notes for students seeking to submit a Formal Stage Complaint in relation to Industrial Action.*

You may also find it helpful to contact the [Student Advice Centre](https://su.sheffield.ac.uk/student-advice-centre) for independent guidance and support:

**Please send this form to:**

› [sas.acadappeals.complaints@sheffield.ac.uk](file:///C%3A%5C%5CUsers%5C%5Cad1ljw%5C%5CAppData%5C%5CLocal%5C%5CTemp%5C%5Csas.acadappeals.complaints%40sheffield.ac.uk) (for formal complaints). **Please note that you should normally complete the Informal stage of the process before moving to the Formal stage.**

You are required to complete all sections of this form. You are advised to keep a copy of this form, plus any material you submit, for your records.

**Section A - Your Details**

Title..….…. Forename(s).………………………………… Family Name.……………………………….........................................

Address……………………………………………………………………………………………………..…………..........................................

……………………………………………………………………………………………………… Postcode.…………………………………..

Registration Number………………………..…………… Telephone Number…..……………………………..…..………………..

Email …………………….………………….……..…………...……….

If you are leaving or have left the University, you will lose access to your University email. You may wish to provide a personal address.

Programme of Study/Research...………………………………………..……...………………………………..……………..………

Are you an: □ Undergraduate student □ Postgraduate student □ Research student

**Section B– The nature of the complaint**

**What type of complaint is it? Please tick/shade the relevant box below:**

This is an InformalComplaint **□** once the form is completed; please send this form to your Head of your Department or Service. Move straight to part C.

This is a Formal Complaint **□** you should normally complete the Informal stage before moving to the Formal stage. Please complete the next box before moving to part C.

**If you are submitting a Formal Complaint, please outline the steps you have already taken to resolve your complaint: -**

With whom was it discussed informally within the Department/Service? ………………………………………

Position……………………………………………………………… Date of discussion ..………………………………………..

Name of School/Department(s)/Service………………………………………………………………………………………

Informal Complaint submitted to Head of Department/Service on (date)…….………………………………...

Please note that you should normally complete the Informal stage before moving to the Formal stage. Formal Complaints which haven’t completed this stage, may not be taken forward.

Written response received from Department on (date)…….……………………………………………... (It would be useful to the Faculty Officer/Director of Service if you attach the written response to your Informal Complaint if you are submitting a Formal Complaint on this form)

Please explain why you believe that the matter has not yet been resolved satisfactorily: …………………..

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| **Please provide details of the teaching/learning opportunities impacted:** |
| **Module Code or Title**  | **Teaching Session Type (e.g. lecture, seminar, laboratory)** | **Date(s) and Duration of Teaching Session** **(e.g. 2/7/20, 3 hours; 3/7/20, 1 hour)** |
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**My Case: please provide details of your case, including references to any specific impact on teaching and learning opportunities (e.g. academic, financial, health and well-being) or access to/availability of any University Services.**

*(Use additional sheet/space if required.)*

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| --- |
| Please list any documentary evidence attached and make sure you keep a copy (e.g. any correspondence, list of dates when events occurred, or other documentation related to your complaint) *(Use additional sheet/space if required).*  |

**Section C - Desired Outcome**

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)

*(Use additional sheet/space if required.)*

 **Section D – Final Checklist**

**When finalising your Complaint, before submission please check the following:**

□ Have you completed every section of the form?

□ Have you supplied your contact information, and that of any Representative?

□ Have you attached all the evidence you wish to use to support your Complaint?

□ If you are submitting a Formal Complaint, have you already completed the Informal complaint stage, and enclosed the written response from your Department/the Service in response to that?

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.

**Section E – Declaration**

I believe that the above information is accurate. I confirm that details of this complaint can be passed on to the Faculty Officer/Director of Service, and Head of Department(s)/ Service(s) concerned and my adviser or representative (if applicable).

Signature……………………………………………………………………... Date………………………………………