



### **Information for students who are considering submitting a Formal Complaint**

This information should be read alongside the University [Procedures](#) for the Conduct of Complaints. When preparing your case, you may wish to consider the following:

- All sections of the form must be completed. Forms that have not been fully completed will usually be returned to the student, with no further action being taken, until the issue is rectified.
- You are expected to have completed the Informal discussion, and Informal submission stages of the Complaints Procedure, and have received a written response from the Head of Academic Department/Service prior to submitting a Formal Complaint. You can detail this in **Section C of the form**. Formal Complaints submitted where these stages have not been completed will not normally be taken forward at Formal Stage and will usually be returned to the student, with no further action being taken. You will be advised accordingly if this is the case.
- Ensure you submit your Formal Complaint to the correct address, given on the form. Forms which are submitted to the wrong address may be delayed, and you may not receive a response as soon as you would wish.
- Please note that you are expected to include **all the evidence** in support of your case at the time of submission. We would expect this to include the response you received to your Informal Complaint from the Head of Department/Service. We do not seek evidence from 3rd parties, or from the student themselves, unless the Faculty Officer/Director of Service requires clarification. The Faculty Officer/Director of Service is not obliged to seek evidence from you during the Complaints process, **so please ensure you submit everything when submitting your complaint**.
- Please be as focussed as possible when completing **Section D**, so that you keep your summary to around 500 words. Concentrate on the key points, and then highlight how your evidence supports your claims.
- You may wish to provide a timeline of key events in **Section E**. It would also help the Faculty Officer/Director of Service if you explain what the **impact upon you** of the events was – supported by medical and/or other documentary evidence where appropriate.
- If your case concerns particular modules, please note in **Section E** the module codes/references, and which semester these fall in (e.g. ACEU101, Autumn 2019/20)
- The Faculty Officer/senior member of Academic Services will consider the full substance of your case based upon all the information provided to them. Students should not expect that all individual points listed in Section E will be directly commented on in the final decision.

- When detailing what you wish to happen to resolve your complaint in **Section F**, it is important to remain realistic and reasonable in your request, as this will give you the best chance at satisfactorily resolving your issue.
- This is a formal procedure and your academic Department/Service will receive a copy of your complaint. Your case should be set out clearly and coherently. Comments should be measured and reasonable. We expect all students to avoid hostile or aggressive language as this can detract from the substance of their case. Unsubstantiated comments about members of staff or other students are inappropriate. The University may exceptionally terminate or suspend consideration of a complaint where a student's behaviour is vexatious, frivolous, disruptive or otherwise unacceptable.
- The [Student Advice Centre](#) (SAC) can give independent advice to students. The SAC also have a suite of [self-help pages](#) for students wanting to submit a complaint. **You are strongly encouraged to read these pages.** Should you then need further guidance, you can contact the SAC.

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

- Have you filled in every section of the form?
- Have you supplied contact information?
- Have you filled in the details of your representative, if you have one?
- Have you attached all the evidence you wish to use to support your complaint?
- Have you included the written response to your Informal Complaint with your form?