

## STUDENT COMPLAINT FORM

This Student Complaint Form should be used to submit a formal complaint to UCB. Before completing this form you should read the Student Complaints Procedure on the UCB website.

Please note that you are expected to have made efforts to resolve your complaint informally in accordance with the Early Resolution stage of the Procedure before completing this form and you are asked to explain what steps you have taken and why you are still dissatisfied.

If you believe that an assessment mark or grade is unfair you should refer to the Assessment Appeals Procedure and associated Assessment Appeal Form. You may obtain further advice and guidance from the Academic Registry or the Guild of Students.

**When completed return this form with any relevant evidence to the Deputy Dean Quality Assurance and Enhancement [studentcomplaints@ucb.ac.uk](mailto:studentcomplaints@ucb.ac.uk)**

1.	Name:	Student ID:
2.	Programme title:	Year of Programme:
3.	School of study:	
4.	Contact details: (please note these details will be used by the University to contact you during consideration of your complaint):	
	Address:	
	Telephone No:	
	Email address:	
5.	Please detail below the nature of your complaint, setting out the context in which it arose, and including details of incidents or events, if appropriate (please continue on a separate sheet if necessary). Please include copies of any supporting evidence:	

6.	<p>What action have you taken to resolve your complaint informally?</p>
7.	<p>Please explain why you are not satisfied with the response you received at the informal stage:</p>
8.	<p>Please give an indication of what action you wish to see taken to address your complaint:</p>
9.	<p>If you will be appointing a representative from within the UCB student community to support you, please give their name, programme and contact details. <i>By doing this you are confirming their agreement to support you.</i></p>

I confirm that I have read and followed the Student Complaints Procedure and this complaint is submitted after the informal Early Resolution stage of the Complaints Procedure has been completed. (Please tick box to acknowledge).

**Note:** In order to investigate your complaint fully, any member of staff mentioned in the complaint will be made aware of the issues raised and will have an opportunity to comment on them.

Signed:	Date:
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The details given on this form will be kept in accordance with Data Protection Legislation. The information given will be used for the sole purpose of processing student complaints. The data will be stored on a secure database and the form will be kept secure and destroyed after a period of 7 years. No personal information will be shared with any third party without your permission. UCB's privacy notices and Data Protection policy can be found at <http://www.ucb.ac.uk/about-us/data-protection-resources.aspx>

**For internal use:**

Date of Receipt	Date of Stage 1	Date of Stage 2	Date of Stage 3

**Stage One – Early Resolution**

Members of UCB staff involvement:

Outcome:

**Stage Two – Formal Complaint**

Members of UCB staff involvement:

Outcome:

**Stage Three - Review**

Members of UCB staff involvement:

Outcome:

**University of Warwick/Birmingham involvement**

Date student sent complaint to Warwick/Birmingham .....

Outcome:

**OIA Involvement**

Date student forwarded complaint to OIA .....

Outcome: