**FORMAL COMPLAINT FORM**

**Student complaints procedure**

**The University operates an informal complaints procedure and a formal complaints procedure. You should raise issues through the informal procedures in the first instance and should only use this form if it has not been possible to find a remedy to the complaint or if you are dissatisfied with the proposed remedy under the informal procedures.** Where a formal complaint has not been raised through the informal procedures, it may be referred back to that process.

Before completing this form, you should read the University’s Student Complaint Policy. This form cannot be used for complaints against the decisions of Examining Boards or disputes with persons not employed by or subject to the jurisdiction of the University, including the Student Loan Company.

You are reminded that the Students’ Union can be approached at any time for advice and support on any issue and that the University is able to give formal consideration to complaints channelled through the Students’ Union.

This form should be typed, or completed in black ink and sent to the Academic Office (Ref: Formal Complaint). All sections of the form must be completed. Students are advised to keep a copy of the form.

Formal complaints must be received **no more than 1 month** after the informal procedure has ended (where appropriate) and normally **no more than 6 months** after the main issues complained about occurring. Formal complaints received after these deadlines will be deemed to be out of time and may not be considered unless there is independent evidence to show compelling reasons as to why the formal complaint was not raised in a timely manner. The University will not consider any complaint where the main issues complained about took place more than three years before the complaint is received.

The Academic Office shall acknowledge receipt of your complaint normally within 5 clear working days. If you do not receive an acknowledgement within 5 clear working days, you should contact the Academic Office to ensure that your complaint was actually received. You must not assume that your complaint has been received or upheld except where there has been explicit confirmation of this in writing from the Academic Office.

|  |  |
| --- | --- |
| All communications relating to this complaint must be in writing and either emailed or posted to: | |
| **(for post)**  Academic Office  (Ref: Formal Complaint)  University of Wales: Trinity Saint David  College Road  Carmarthen  SA31 3EP | **(for email)**  Email: [aocases@uwtsd.ac.uk](mailto:aocases@tsd.uwtsd.ac.uk)  (Subject: Formal Complaint) |

**The University will acknowledge receipt of your complaint and provide you with any updates and an outcome by email; therefore it is important that you check your University and personal email accounts regularly.**

**This form is available electronically from the Academic Office web pages:** <http://www.uwtsd.ac.uk/academic-office/>

**SECTION A: Student Details**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Student Name: |  | | | |
| Student Number: |  | | | |
| Contact Address: |  | | | |
| Contact Telephone Number: |  | | | |
| E-mail address: |  | | | |
| Programme of Study: |  | | | |
| Level of study: |  | | | |
| Mode of study | Full-time | Part-time | | Distance Learning |
| Institute: |  | | | |
| Campus: |  | | | |
| Are you currently a student with the University? | Yes | | No | |
| If “No”, what was the final date that you were a student with the University? |  | | | |
| Type of Complaint | |  |  |  | | --- | --- | --- | |  | Financial | Complaints relating to finance and funding e.g. Fees and fee status, bursaries and scholarships | |  | Discrimination and Human Rights | Complaints where the student claims there has been any form of discrimination, including harassment, and where their Human Rights have been breached | |  | Service Issues (Contract) | Complaints which are related to the course or teaching provision, facilities and supervision | |  | Welfare and Accommodation | Complaints relating to support services, e.g. Counselling, chaplaincy, assistance for international students and accommodation issues | | | | |

**Please note that this form will be forwarded to appropriate member(s) of staff:**

* **normally, the relevant Dean - for complaints about an academic service;**
* **normally, the relevant manager of department or service - for complaints about a support service.**

**SECTION B: Details of complaint and desired outcome**

|  |
| --- |
| **Complaint against**  Please indicate the provision (e.g. module, programme), service (e.g. Institute, Discipline, Centre, Support Unit) or individual against which you wish to make a complaint.  (this box will expand as you type or you may attach additional sheets) |

|  |
| --- |
| Details of complaint Please state **exactly** the nature of your complaint. Indicate any events, dates or times that you feel are relevant. List any University documentation that you feel has been contravened.  (this box will expand as you type or you may attach additional sheets) |

|  |
| --- |
| Incident If the complaint is related to a particular incident, please state **when and where the incident occurred**. Indicate any events, dates or times that you feel are relevant. List any University documentation that you feel has been contravened.  (this box will expand as you type or you may attach additional sheets) |

|  |
| --- |
| **Supporting evidence.**  List and describe the documentation which you have attached in support of your statement (please note that the Academic Office will **NOT** seek evidence on your behalf – **it is your responsibility to provide this with your complaint**).  (this box will expand as you type or you may attach additional sheets)  *(Please do not state that “xxx is available if needed” - If you list documentary evidence to support this claim you are required to submit it or provide a date by which you will submit it).* |

|  |
| --- |
| **Desired outcome**  Please outline, without prejudice, the outcome or further action you would like in resolution of this complaint.  (this box will expand as you type or you may attach additional sheets) |

A case officer will be appointed to investigate the issues raised in your complaint, they may contact you in order to seek further clarification or to arrange a meeting regarding your complaint and desired outcome.

An initial complaint investigation report will be submitted to the Director of Academic Experience within 21 days of your form being received by the University who will decide if the case needs to proceed to a formal panel or if you will be issued with a **Complaint Outcome letter** (which will normally take the form of an electronic communication) detailing the final decision on your complaint.

**SECTION C: Details of informal procedures**

Most complaints can be resolved simply and swiftly in an informal manner, at a local level, by discussing the issue or concern with the relevant person. The University encourages students to raise matters of concern as soon as they arise.

|  |  |
| --- | --- |
| Have you discussed your complaint with a member of staff as part of the informal procedures for investigating complaints: | |
| Yes: | No: |
| Name of member of staff to whom you initially reported this complaint:  (this box will expand as you type or you may attach additional sheets) | |
| If you have not discussed your complaint with a member of staff as part of the informal procedure for investigating complaints, please explain the reasons for not doing so and why you wish to take the complaint to formal procedures.  (this box will expand as you type or you may attach additional sheets) | |

|  |
| --- |
| If appropriate, please provide details of the remedy offered after the informal procedures for investigating complaints.  (this box will expand as you type or you may attach additional sheets) |

|  |
| --- |
| If appropriate, please explain why you are dissatisfied with the remedy offered after the informal procedures for investigating complaints.  (this box will expand as you type or you may attach additional sheets) |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| The information which I have provided is correct and complete to the best of my knowledge. I give my consent for this information to be disclosed to the relevant officers of the University who are responsible for considering complaints and to any members of staff named in the complaint. **Submitting false documentation or fraudulent information is a serious matter and could be dealt with under the Academic Misconduct and Non-Academic Misconduct Policies.  The University reserves the right to check on the validity of the document(s) you submit or statements you make in this complaint.** | | | | |
| **Signature of Student:** |  | **Date:** |  | |
| Please tick this box if you wish a copy of your complaint to be forwarded to the Students’ Union. | | | |  |
| Note: The Students’ Union can provide advice and support at any time during the process of the consideration of your complaint. | | | | |

**THIS DOCUMENT IS ALSO AVAILABLE IN WELSH**