

## STUDENT COMPLAINTS

### RECORD FORM

Before completing this form you should read and follow the guidance given in the *Student Complaints Procedure*.

|  |                            |              |               |                         |
|--|----------------------------|--------------|---------------|-------------------------|
| <b>Full Name</b>   |                            |              |               | <b>Male/<br/>Female</b> |
| <b>Student Status</b><br><i>(please specify)</i>   | Enquirer/Applicant/Current | Student/Past | Student/Other | <b>Date of Birth</b>    |
| <b>Student Number if applicable</b>  |                            |              |               |                         |
| <b>Contact Address</b>   |                            |              |               |                         |
| <b>Postcode</b>  |                            |              |               |                         |
| <b>Telephone</b>   |                            |              |               |                         |
| <b>E-mail</b>  |                            |              |               |                         |
| <b>Complaint to be directed to (if known)</b><br><i>(Name, Position, School/Service/Unit/Department)</i>                           |                            |              |               |                         |
| <b>Statement of Complaint</b><br><i>(Please explain the nature of your complaint here or attach a statement of your complaint)</i> |                            |              |               |                         |
| <b>List of documents</b><br><i>(Please list all documents which you have attached)</i>   |                            |              |               | <b>Received</b>         |
|  |                            |              |               |                         |
|  |                            |              |               |                         |
|  |                            |              |               |                         |

|   |   |
|---|---|
| <b>Nature of redress sought</b><br>(Please indicate what outcome or further action you are expecting)             |   |
| <b>Signature</b>  | <b>Date</b>   |
| <b>Note: If this form has not been completed by the person making the complaint, please complete this section</b> |   |
| <b>Name:</b>  | <b>Signature</b>  |
| <b>Relationship to the person making the complaint:</b>   |   |
| <b>FOR OFFICE USE ONLY</b>  |   |
| <b>Date considered by the Course Manager:</b>   |   |
| <b>Date acknowledgement sent to complainant:</b>  | <b>Further details required from student: Yes/No</b><br><b>Date request sent:                      Date received:</b> |
| <b>Complaint sent to:</b>   |   |
| <b>Date sent:</b>   |   |
| <b>Outcome:</b>   |   |
| <b>Nature of response:</b>  |   |
| <b>Date of response:</b>  |   |
| <b>Any further action:</b>  |   |
| <b>Date feedback form sent to complainant:</b>  |   |
| <b>Date feedback received from complainant:</b>   |   |
| <b>Date of issue of Completion of Procedures letter:</b>  |   |