**CONFIDENTIAL**

The University of Exeter

**COMPLAINTS FORM**

*This form is intended for use with the Complaints Procedure which can be found at* [*http://www.exeter.ac.uk/staff/policies/calendar/part1/otherregs/complaints/*](http://www.exeter.ac.uk/staff/policies/calendar/part1/otherregs/complaints/) *If you intend making a* ***formal*** *complaint about the delivery or quality of services received, or the delivery of teaching/supervisory provision or any other matters relating to a programme of study, you must use this form to put forward your case. You are required to complete all sections. If you need help in completing this form or require advice you should contact the Student Guild Advice Unit (or FXU in Cornwall) the details of which can be found at* [*http://www.exeterguild.org/advice/*](http://www.exeterguild.org/advice/) *and* [advice@fxu.org.uk](mailto:advice@fxu.org.uk)

This form should not be used for academic appeals.

***At Stage 2 this form should be sent to the Assistant College Manager in your College or the Head of the Service complained about***

***At Stage 3 this form should be sent to The Student Cases Office 114 Northcote House or to*** [***studentcases@exeter.ac.uk***](mailto:studentcases@exeter.ac.uk) ***.***

*Please keep a copy of this form for your records, plus any material you submit*.

**YOUR DETAILS**

Title ..….…

Forename(s).………………………………………..…..

Family Name ……………………………….....…

Current Contact Address

………..………….......

……………………… Postcode …………………… Tel No ……

Email ……………………………………………………………………………

Programme of Study…………………………………………………………..

Student Number ………….…………...…

**NATURE OF THE COMPLAINT**

Please tick the relevant box below and set out the main points of your complaint.

This is a Stage 2 complaint □

This is a Stage 3 complaint □

I completed Stage 1 of the Procedure on………… (give date)

When I spoke to …………………………………….. (give name)

I attach a written confirmation of this from the member of staff (this may be an e mail) □

I attach a summary of my complaint □

I remain dissatisfied because (please give reasons)

(Please continue on a separate sheet if necessary)

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)

**DESIRED OUTCOME**

Please describe the action you would like to see taken in order to resolve the complaint to your satisfaction.

**OTHER INFORMATION**

If applicable, please give the name of the student adviser or other representative who is helping you

…………………………………………………………………………………………………………

**DECLARATION**

*I believe that the above information is accurate. I confirm that details of this complaint can be shared with relevant staff and my adviser or representative (if applicable).*

*Signature: …………………………………… Date: ...…………………………………………*

**FOR OFFICE USE ONLY:**

Acknowledgement sent …………………………..…………………… Reply sent ………………………………………

Complaint forwarded to College…………………………… Response received ………………………….

What action (if any) is now needed? ………………………………………………………………………………………..