THE UNIVERSITY OF EXETER **CONFIDENTIAL**

COMPLAINTS FORM - Formal Stage 1

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/> - please note the time constraints which apply to the complaints procedure. If you intend making a **Formal Stage 1 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 of the form. If you need help in completing this form or require advice you should contact the Students’ Guild Advice Unit (or FXU in Cornwall) the details of which can be found at <http://www.exeterguild.org/advice/> and <http://www.fxu.org.uk/advice_welfare/>

***This form should not be used for academic appeals.***

**Formal Complaint Stage 1 -** this form should be sent to the College Dean (unless informed otherwise by your College’s Student Handbook) or the Head of the Service you are complaining about.

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

***ABOUT YOU***

|  |  |
| --- | --- |
| Name (in full) |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Student ID number: |  | Year of programme (1st, 2nd, etc) |  |

|  |  |
| --- | --- |
| College/Institution |  |

|  |  |
| --- | --- |
| Programme of study |  |

|  |  |
| --- | --- |
| Your contact address |  |

|  |  |
| --- | --- |
| Telephone no. |  |

|  |  |
| --- | --- |
| E-mail address |  |

***ABOUT THE INFORMAL STAGE OF YOUR COMPLAINT***

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| --- |
| Please confirm the date and name of who you raised the **informal stage** of your complaint with:  Date - …………………………..  Name - ………………………… |

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| --- |
| Please confirm the date and name of the person you had your **last meeting with** in relation to the informal stage of your complaint (if applicable):  Date - …………………………..  Name - ………………………… |

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| --- |
| Please confirm the date, and with whom, you had your **last correspondence** from the person who was dealing with this complaint at the informal stage *(if applicable)*:  Date - …………………………..  Name - ………………………… |

***Please attach written confirmation that this matter has been raised informally.***

***ABOUT YOUR FORMAL STAGE 1 COMPLAINT***

|  |
| --- |
| Please explain why you remain dissatisfied with the informal stage of the complaint. |
| (Please continue on a separate sheet if necessary) |

***DESIRED OUTCOME***

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

***EVIDENCE***

|  |
| --- |
| Please list any documentary evidence attached and make sure you keep a copy:  *(e.g. any correspondence, timeline, or other documentation related to your complaint)* |
|  |

***SUPPORT***

|  |
| --- |
| Please give the name of the student advisor, or other representative, who is helping you *(if applicable)* |
|  |

***DECLARATION***

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

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