# Appendix 1: Stage 2 Formal Complaint Form

Note: This form is only to be used once attempts to resolve the complaint under Stage 1 of the Student Complaints Procedure have been exhausted.

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| **Name:** |  |
| **Contact Address:** |  |
| **Telephone Number:** |  |
| **Course of Study:** |  |
| Please explain your complaint fully: | |
| Please explain how you have attempted to resolve your complaint so far and why you remain dissatisfied: | |
| Please explain what you would like to happen to resolve your complaint: | |
| Please provide details of the evidence that you are submitting in support of your complaint | |

Please continue on another sheet of paper if there is insufficient room on this form for you to explain any of the above details.

I agree that information about my complaint may be gathered from within the UCO by members of staff in the UCO as directed by the office of the Registrar.

Experience has demonstrated that in order to investigate complaints properly, and to balance fairness with the rights of the person about whom the complaint is made, disclosure is needed, and accordingly I agree that my name and other necessary information about the complaint may be disclosed in order to investigate it.

I also understand and accept that the outcome of formal complaints must be recorded for the purposes of monitoring and analysing complaints generally, and for reporting to Academic Council and / or Board of Directors as appropriate and Staff-Student Liaison Group for monitoring and evaluation in terms of quality assurance as the UCO is required to under the section of the QAA Quality Code on Appeals and Complaints.

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

For Administration Purposes:

Date Received……………………… Acknowledgement Sent………………………