



## Industrial Action - Complaint Form

**This form should be used where you are making a COMPLAINT ABOUT THE IMPACT OF INDUSTRIAL ACTION ONLY. The standard Complaint Form should be completed for all other complaints:**

<https://www.sheffield.ac.uk/study/policies/appeals-complaints-current-students/complaints>

**Before completing this form, please ensure that you have read the following:**

[Complaints about Industrial Action Guidance for Students](#)

[University's Student Complaints Procedure](#)

Where possible, students should attempt to resolve complaints informally, for example by raising their concerns with the relevant Head of Department or Service, at the earliest possible stage.

You may also find it helpful to contact the [Student Advice Centre](#) for independent guidance and support.

**All sections of the form must be completed.** The form and accompanying documentary evidence to be submitted by email to:

[sas.acadappeals.complaints@sheffield.ac.uk](mailto:sas.acadappeals.complaints@sheffield.ac.uk)

You should expect an acknowledgement of receipt of your complaint within 5 working days. We aim to complete each Stage of the Complaints Procedure within one calendar month of receipt of a Complaint Form. If the outcome is likely to be delayed, you will be kept informed as to the progress of your case once a calendar month has elapsed.

You will be informed in writing of the outcome of your complaint in due course.

Section A: Your Details			
Title:		Forename:	Family name:
Registration Number:		Email:	
Programme of Study/Research:			

Section B: Student adviser or another representative: (If applicable, please give the name of your adviser/representative, indicating whether they are legally qualified)	
Name:	
Legally qualified?	<input type="checkbox"/> Yes <input type="checkbox"/> No

Section C: An outline of any action you have taken so far to attempt to resolve the matter informally	
Informal discussion (if applicable). With whom was the matter discussed?	
Position:	
School(s)/Department(s):	
Date discussed:	

Section D: Please provide details of the teaching/learning opportunities impacted:		
Module code/Title	Teaching Session (e.g. seminar, lecture, lab)	Date and duration (e.g.2/8/21 – 2h)

**Section E:** A brief summary of your case, and evidence (500 words or fewer): Please list the main points of your case here; and explain how your individual pieces of evidence support your complaint, **including references to any specific impact on teaching and learning opportunities (e.g. academic, financial, health and well-being) or access to/availability of any University Services.**

You can expand on this information in Section F, however, your main points should be made clearly and concisely in this Section. Where the information filled into Section E1 exceeds the 500-word count, we may not be able to take your complaint forward without you amending this information. We will contact you to request this if appropriate to do so.

**It is important that the evidence you provide is genuine, accurate and verifiable. If you provide false or misleading information or evidence/documentation, this can result in the termination of your academic appeal, and disciplinary action and sanctions, including expulsion from the University, in line with the Student Discipline Regulations.**

**Section E1: the Key points of your case: (500 words or fewer)**

**Section E2: List your evidence, and, where appropriate, briefly explain how each piece supports your complaint**

**Section F: Statement of complaint:** You may also wish to provide additional detail relating to the impact upon you of the events described in Section E.

The full substance of your case will be considered, based upon all the information provided. Students should not expect that all individual points listed in Section E will be

directly commented on in the final decision.

**Section G: The desired outcome of my complaint:** Please describe the action you would like to see taken in order to resolve the complaint to your satisfaction. (Please be aware that notes made here are used for guidance only)

**Section H: Checklist**

**when finalising your complaint before submission please check the following:**

- |                          |  |
|--------------------------|--|
| <input type="checkbox"/> | Have you filled in every section of the form?                            |
| <input type="checkbox"/> | Have you supplied contact information?                                   |
| <input type="checkbox"/> | Have you filled in the details of your representative, if you have one?  |
| <input type="checkbox"/> | Have you attached all the evidence you wish to use to support your case? |

**Section I: Declaration**

I believe that the above information and evidence I have provided is accurate. I confirm that details of case can be passed on to the relevant Faculty Officer/senior member of Academic Services and the Head of Department/Service concerned and my adviser or representative (if applicable).

**Signature:**

**Date:**

**Please keep a copy of this form for your records.**