



Informal Complaint Form

You should use this form if you intend to make an informal complaint about the delivery and quality of services received, about the delivery of teaching/supervisory provision or any other matters relating to a programme of study.

Before completing this form, ensure that you have read the University's and, especially, the [Guidance](#) we provide for Students who are considering submitting a Complaint.

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

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

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

- The Head of your Department, or the Service concerned. Please note that you should normally complete the Informal stage of the process before moving to the Formal stage.

The Head of Department or Service may delegate to an appropriate named individual.

If your complaint relates to the Head of Department or Services or multiple departments or services are involved, you can submit a Formal Stage Complaint without having submitted an Informal Stage Complaint.

You should expect an acknowledgement of receipt of your complaint within 5 working days and an outcome within one calendar month. 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.

Time limits

You should submit your informal complaint within three months of the issue you wish to complain about. Any subsequent formal complaint should be submitted within 30 days of the date of the department or service's written response to your informal complaint.

In exceptional circumstances, the University may provide you with an extension if it deems that there is a good/valid reason to do so.

If you wish to submit an Informal Complaint after the deadlines listed above, you must first submit a [Late Submission Request Form](#) to explain why you were unable to submit your complaint within the required deadlines.

Are you submitting your informal complaint within the deadline?

- Yes
- No, but I have approval for a deadline extension
- No

Declaration:

- The evidence I provide must be genuine, accurate and verifiable
- Providing false evidence can result in the termination of my case, and disciplinary action including expulsion from the University
- All evidence must be supplied at the point of submission of this request
- The University will not seek evidence on my behalf Evidence should be in English, or a notarised translation provided
- Evidence must be relevant to me and my circumstances
- Where there are concerns about the legitimacy of the evidence provided, the University may seek to verify the document with the individual or organisation who produced it.

- I confirm that I have read and understand the terms set out above

Section A: Your Details

| | | | |
|-------------|--|----------|--|
| First Name: | | Surname: | |
|-------------|--|----------|--|

| | |
|---------------------------|--|
| University email address: | |
|---------------------------|--|

| | |
|---|--|
| Additional email address: | |
| Student registration number: | |
| Which academic department do you belong to? | |

Section B: Do you have a student adviser or another representative?

(This could be a Student Advice Centre adviser, lawyer, friend or relative)

| | | |
|---|---|--|
| <input type="checkbox"/> Yes | If yes, the name of the adviser: | |
| <input type="checkbox"/> No | | |
| Email address of the adviser: (We will normally only communicate with you directly, and it is your responsibility to pass on any information to your advisor or representative) | | |
| Are they legally qualified? (this is usually a lawyer, solicitor, barrister, or anyone with a legal qualification) | | <input type="checkbox"/> Yes <input type="checkbox"/> No |

Section D: What is the nature of your complaint?

| | |
|--------------------------|------------------------|
| <input type="checkbox"/> | Poor level of service |
| <input type="checkbox"/> | Poor level of teaching |
| <input type="checkbox"/> | Research misconduct |
| <input type="checkbox"/> | Failure of supervision |
| <input type="checkbox"/> | Industrial action |
| <input type="checkbox"/> | other |

Section E:

Describe your complaint in full, providing a timeline of key events. Be as concise as possible and only include information, dates and events relevant to the complaint.

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Section E2: Evidence

List your evidence and briefly explain how each piece supports your complaint

Each piece of evidence should be clearly labelled (e.g. appendix 1, appendix 2, evidence 1, evidence 2) at the top of each document itself and not just as the attachment name.

All evidence provided must be genuine, accurate and verifiable. Providing false evidence can result in the termination of your case, and disciplinary action and sanctions, including expulsion from the University. All evidence must be supplied at the point of submission of this request. The University will not seek evidence on your behalf. Evidence should be in English, or a notarised translation provided. Evidence must be relevant to you and your circumstances. Where there are concerns about the legitimacy of the evidence provided, the University may seek to verify the document with the individual or organisation who produced it.

Section G: What is the outcome you desire from this complaint?

Your response is for guidance only. All documents will be guided by the university and programme Regulations and, where appropriate, professional body accreditation requirements.

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

| | |
|--------------------------|--|
| <input type="checkbox"/> | I understand that the information and evidence related to this complaint can be passed on to the relevant Head of Department or delegated member of staff |
| <input type="checkbox"/> | I confirm that the information and evidence I have provided is genuine, accurate and verifiable. I understand that providing false evidence can result in the termination of my case, and disciplinary action including expulsion from the University. |

Signature:

Date:

Please keep a copy of this form for your records.