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C O N F I D E N T I A L

Student Informal Complaints Form

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

You can send this form to a member of staff on your programme of study or a member of staff in the Faculty of Education. You may submit a complaint anonymously, but this is likely to impede any outcome and communication of that outcome to you.

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

SECTION A - YOUR DETAILS

|  |  |  |  |
| --- | --- | --- | --- |
| First name: |  | Surname: |  |
| Programme: |  | Year of study: |  |
| Student Number: |  |
| Email: |  |
| Telephone: |  |
| Details of anyone acting on your behalf: |
|  |

SECTION B – NATURE OF THE COMPLAINT

(Use an additional sheet if necessary.)

|  |
| --- |
| Please set out the details of your complaint below: |
|  |

SECTION C - DESIRED OUTCOME

|  |
| --- |
| Please state the outcome you desire from the complaint below: |
|  |

SECTION D - DECLARATION

I believe that the above information is accurate.

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

|  |
| --- |
| Please list any evidence supplied with this form in support of your claim: |
|  |

FOR OFFICE USE ONLY:

|  |
| --- |
| Notes of meeting with student: |
|  |
| Outcome of meeting with student: |
|  |