

# Applicant Complaint Form

**PLEASE READ THE NOTES FOR GUIDANCE AT THE END OF THIS DOCUMENT BEFORE YOU COMPLETE THE FORM**

## YOUR DETAILS

<b>FIRST NAME(S)</b>		<b>TITLE</b>
<b>FAMILY NAME</b>		
<b>UNIVERSITY ID NUMBER (shown on correspondence from the University)</b>		
<b>PROGRAMME OF STUDY APPLIED FOR</b>		
<b>ADDRESS FOR CORRESPONDENCE (INCLUDE POSTCODE)</b>		
<b>DAYTIME PHONE</b>		
<b>EMAIL ADDRESS</b>		

**YOUR COMPLAINT**

*PLEASE SET OUT BELOW THE KEY POINTS OF YOUR COMPLAINT in no more than 500 words.*

*N.B. your complaint must be summarised here even if you attach other documents*

**What documentary evidence do you have to support your complaint?** Please give details

**Who else have you discussed this complaint with?**

<i>Date</i>	<i>Name</i>	<i>Dept/Admin Office/Faculty</i>	<i>Summary</i>
-------------	-------------	----------------------------------	----------------

**How do you propose that your complaint could be resolved to your satisfaction?**

**DECLARATION**

I declare that the information given in this Applicant Complaints Form is a true statement of the facts and that I would be willing, if required, to answer further questions related to it.

I also agree (in accordance with all relevant Data Protection legislation) to this form being held on file by the Directorate of Student and Academic Services.

Signed.....

Date.....

Completed forms should be emailed to [aoc@greenwich.ac.uk](mailto:aoc@greenwich.ac.uk), following which, you will receive confirmation of receipt. **Please ensure you keep a copy for your own records.**

**NOTES FOR GUIDANCE ON HOW TO COMPLETE  
THE APPLICANT COMPLAINTS FORM**

Firstly read through the **ADMISSIONS POLICY AND PROCEDURE**, including Section I which provides details on the Applicant Complaints Procedure. This document can be found online at the link provided below:

<https://docs.gre.ac.uk/rep/sas/admissions-policy-and-procedure>

**FILLING IN THIS FORM**

The Form must be completed fully. All fields must be completed. If you have difficulty with the form or do not understand the procedures, you may contact the Head of Admissions for guidance.

**YOUR DETAILS**

**FIRST NAME/S AND FAMILY NAME**

Please give your first name and family name as shown on your University ID Card.

**TITLE**

Use the title you like to be called by, e.g. Mr, Mrs, Miss, Dr, Rev

**UNIVERSITY ID NUMBER**

Your University ID number is also shown on correspondence relating to your application.

**PROGRAMME OF STUDY**

Your Programme of study is the degree/qualification you have applied for, e.g. BSc Computing or MA International Business

**ADDRESS FOR CORRESPONDENCE**

Please give the address you would like us to send all correspondence relating to your complaint. Remember to tell us if you move when we are investigating your complaint.

**DAYTIME PHONE**

Please give a phone number where you can be reached during the day.

**EMAIL ADDRESS**

Your email address should be the one you check regularly.

**YOUR COMPLAINT**

You should provide full details of the issues you wish to raise here. Include the dates when these events took place.

**Documentary Evidence**

It is very important to attach to your complaint, letters, emails, notes, minutes and other written evidence you may have of what has happened. Include copies of what you have sent and any replies that you have had. This will make it easier to investigate your complaint.

**Attempts at Settling Your Complaint Informally**

Tell us what you did to try to achieve an informal resolution of your complaint. Who did you see? What did you discuss? What was the outcome? When was this? Include any correspondence that you have from this process.

We cannot investigate your complaint formally until we are sure you have attempted to settle things informally.

**What Prevented The Complaint Being Resolved Informally?**

Indicate what you think prevented an informal resolution of your complaint.

**Who Else Have You Discussed This Complaint With?**

List anyone else you have talked to and it is useful for us to know what their job title is, for instance, Melanie Sykes, Programme Leader BSc Archaeology. Summarise what you discussed and what advice you were given.

**What Would You Like To Happen As A Result Of Your Complaint?**

Be realistic but say how you think the complaint could be resolved so that you would be happy with the outcome. This lets us know what you would like. What we offer to do will depend on the investigation of the complaint and the response of your Faculty or the University Office.

**DECLARATION**

You must sign the form.