

**PLEASE CONTACT US FOR ASSISTANCE  
IF YOU WISH TO RECEIVE THIS FORM  
IN A DIFFERENT FORMAT**



# Formal Complaint Form

## **Before completing this form you must:**

- a) Have first attempted to resolve your complaint informally with your Faculty or the relevant Directorate/office
- b) Read the accompanying 'Guidelines for Resolution' which can be found by clicking [here](#)
- c) Read the 'How to Complete this Form' section at the end of this document

**Please tick here to confirm that you have completed the above**

## **Deadlines for submitting your formal complaint**

- Formal complaints should be submitted no later than **3 months** after the date of the incident about which you are complaining.
- Any complaint received after this deadline will usually be deemed out of time for consideration and you will be issued with a Completion of Procedures letter including details of the OIA scheme.

## **YOUR DETAILS**

<b>FIRST NAME(S)</b>		<b>TITLE</b>	
<b>FAMILY NAME</b>			
<b>UNIVERSITY ID NUMBER</b>			
<b>PROGRAMME OF STUDY</b>			
<b>YEAR/ACADEMIC STAGE</b>			
<b>FACULTY</b>			
<b>EMAIL ADDRESS FOR CORRESPONDENCE</b>			
<b>DAYTIME PHONE</b>			

## **GROUP COMPLAINTS**

If you are submitting a complaint on behalf of a group of students, you must provide the details of all students that you are representing in the section at the end of this form.

**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*

**Stage 0 - Informal Resolution:**

**Who did you approach to resolve your complaint informally? What action if any was taken to remedy your complaint?** Please give details of dates, names, and the outcome of any discussions.

**Why are you dissatisfied with the outcome of the informal resolution?**

**Who else have you discussed this complaint with?** Please give details of dates, names, and the outcome of any discussions.

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

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

**GROUP COMPLAINTS ONLY** *Please list below all students wishing to be part of this complaint*

Please tick here  to confirm that:

- a) the students listed below consent to you acting on their behalf, and
- b) each member of the group can demonstrate that they were personally affected by the matter of the complaint

STUDENT ID NO.	STUDENT NAME

**DECLARATION**

I declare that the information given in this Formal 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 acknowledge that, in accordance with i) the University's Student Privacy Notice and ii) the Data Protection Act 2018, this form will be held on file by the Director of Student & Academic Services.

Signed

Date

**SUBMITTING YOUR FORM**

Once you have filled out all the relevant sections of the form, please **SAVE A COPY** using your family name and student ID number as the file name e.g. MOHAMMAD 000123456.

Email the saved copy of the form to [formalcomplaints@gre.ac.uk](mailto:formalcomplaints@gre.ac.uk).

You can also email the Academic Registry team at this address if you are unsure or have any questions about the procedure.

# NOTES FOR GUIDANCE ON HOW TO COMPLETE THE FORMAL COMPLAINTS FORM

Firstly please read through the STUDENT COMPLAINTS PROCEDURE and the GUIDELINES FOR RESOLUTION OF YOUR COMPLAINT, which can be found [here](#).

## **FILLING IN THE FORM**

All relevant sections of the form must be completed fully. If you have difficulty with completing the form, you may ask a Listening Ear, or a Students Union Advisor to help you – further details are available in the accompanying 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 shown on your University ID Card.

### **PROGRAMME OF STUDY**

Your Programme of study is the degree/qualification you are studying for, such as BSc Computing or MA International Business.

### **YEAR /ACADEMIC STAGE**

This is the year you are in or the stage you are studying, for example ‘Year 3’ or ‘Level 4’.

### **FACULTY**

Your Faculty is the name of the Academic Unit in which you study:

- Liberal Arts and Sciences (FLAS)
- Business (FBUS)
- Education, Health and Human Sciences (FEHHS)
- Engineering and Science (FES)

### **EMAIL ADDRESS FOR CORRESPONDENCE**

All correspondence will be undertaken by email. This should usually be to your student email address, but if you wish your correspondence to also be sent to a personal email address, please include it here.

### **DAYTIME PHONE**

Please provide a phone number where you can be reached during the day in case we need to contact you.

### **GROUP COMPLAINT**

If you are submitting a group complaint, you will need to provide the name and student ID number of all students that are to be included in the complaint outcome.

## YOUR COMPLAINT

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

### **Stage 0 - Resolving your complaint informally**

Tell us what you did to try to achieve an informal resolution to 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 usually investigate your complaint formally until we are sure you have attempted to settle things informally.

### **Why are you dissatisfied with the outcome of the informal resolution?**

Tell us why you do not believe the response that you received to your informal complaint addresses the concerns that you have.

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

List anyone else you have talked to about your complaint and their job title if you know it. Summarise what you discussed and what advice you were given.

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

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.

### **Documentary Evidence**

It is very important to email with your complaint any letters, emails, notes, minutes and other written evidence you may have that supports 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. You could ask someone else to give you a supporting statement if appropriate. If you are not sure what to provide, again discuss it with a Listening Ear or a Students Union Advisor.

## DECLARATION

Please complete this section confirming your name and the date of submission.

## GROUP COMPLAINT

If you are submitting a group complaint, you must complete this section to confirm that all the students that you have included on the form are happy with the content of the complaint and for you to represent them.

## SUBMITTING YOUR FORM

Once you have filled out all the relevant sections of the form, please **SAVE A COPY** using your family name and student ID number as the file name e.g. MOHAMMAD 000123456.

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