



Reference Number: _____

STUDENT COMPLAINT FORM Formal /Stage 2 Complaint

This form is to be completed for all complaints to be dealt with under Stage 2/Formal Stage of the Student Complaints Procedure.

Once fully completed, it should be sent to the Chief Operating Officer (COO) h.stokley@spurgeons.ac.uk

Independent help and advice about completing this form can be obtained from the Student Representatives.

Please complete in block capitals or type.

The Student Complaints Procedure is available on Moodle under Academic Administration.

DETAILS OF COMPLAINT – TO BE COMPLETED BY STUDENT

Name ¹ :	Student Number:
Programme:	Level:
	Year of Study:
Address for correspondence in connection with the complaint Postcode..... Telephone Number Email.....	
Outline of complaint (Please attach relevant evidence as necessary)	
What happened?	
When did it happen?	
Who was involved?	
How were you (the student) affected?	

¹ In the case of a Group Complaint, please ensure that a Group Appeal-Complaint Consent Form is completed listing all complainants

Please explain here what steps you have taken, together with dates, to resolve your complaint informally at Stage 1, or why you are commencing directly at Stage 2

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Please explain why you are dissatisfied with the response you received at Stage 1

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Please indicate below, without prejudice, what outcome or further action you are expecting. The College can only consider outcomes which are reasonable and which are allowed by College Regulations, Policies and Procedures.

Element of complaint	What outcome are you hoping for?

As part of the investigation of your complaint, any member of staff mentioned will be made aware of the complaint, as will the Head of Department involved.

Due to data protection legislation action may result from the complaint which the College will not be able to make you aware of because the College cannot breach an individual's right to data protection and anonymity (such as where disciplinary action against a fellow student or member of staff results from a complaint).

Declaration

I declare that the information given in this form is true, and that I would be willing to answer further questions if necessary.

Signed:

Date:

Following section of form to be completed by relevant staff

To be completed by COO (or Nominee)

Date form received by COO:	Date receipt of form acknowledged to student:
Date form sent to Head of Department:	PLEASE NOTE DEADLINES SET WITHIN THE STUDENT COMPLAINTS PROCEDURE FOR COMMUNICATION AND INVESTIGATION

Details (and date) of person appointed to investigate:					
Date investigation was completed:					
COO or Academic Director decision on complaint: <i>Please tick relevant selection below – if multiple decisions on multiple elements of a complaint please provide details as necessary</i>					
Upheld		Partially Upheld		Not Upheld	
Please include further details if relevant:					
Date of letter to complainant advising outcome:					
(NB letter should inform complainant of further stage of Complaints Procedure and grounds for taking the matter further)					

Once the complainant has been advised of the outcome of the investigation, a copy of this form, the investigators report and a copy of the letter advising the complainant of the outcome of the complaint should be sent to: the COO h.stokley@sprugeons.ac.uk

Records should be retained for a period of 6 years.

Document control box			
Title	Stage 2 Student Complaint Form (Completed by Student)		
Date approved	February 2020	Implementation date	February 2020
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Quality Code consulted			
Member of staff responsible	COO (Complaints Officer)		