step 2 - student complaint form

Before completing this form you should read the [Complaints Policy and Complaints Procedure](https://www.falmouth.ac.uk/student-regulations).

Use this form to submit a complaint once you have completed **Step 1 – Early Resolution** processes as outlined in the Complaints Policy. Formal complaints must be submitted within ten (10) working days of the completion of **Step 1.**

You must complete all sections of the form marked with a red asterisk (\*).

**ADVICE**

Before completing this form, we recommend that you contact the FXU Students’ Union for free and impartial advice: [advice@fxu.org.uk](mailto:advice@fxu.org.uk) | 01326 255 861 | drop in at the FXU Reception.

**THIRD PARTY REQUESTS**

Under Data Protection legislation, the University cannot deal with appeals submitted by a third party unless you have formally authorised that third party to act on your behalf. If you would like to give this permission you should contact the Quality Assurance and Enhancement Team at [QAE@falmouth.ac.uk](mailto:qae@falmouth.ac.uk?subject=Third%20Party%20Consent) from your university email address.

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| 1. Your details |

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| --- | --- |
| **Full name:**\* | **Course title:** \* |
| Student number: \* | **Year of study:** \*   |  |  |  |  | | --- | --- | --- | --- | |  |  |  |  | | 1 | 2 | 3 | PG | |  |  |  |  | |

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| 2. Step 1 – Early Resolution |

Please describe the actions you have taken as part of Step 1 – Early Resolution, as outlined in the [Complaints Policy and Procedure](https://www.falmouth.ac.uk/student-regulations), including: \*

* what actions you have taken so far
* the date(s) of the actions and the response received
* why you are dissatisfied with this response

If you have been unable to raise your complaint at Step 1, or if you were unable to escalate the matter within the timescales stated in the Complaints Policy and Procedure, please state why. You may be required to complete Step 1 before your Step 2 complaint will be accepted for consideration.

You may wish to use bullet points to keep your argument clear and concise.

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| *Please enter text here. Box will expand as you type.* |

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| 3. Step 2 Formal complaint details |

1. Please state the full details of your complaint, including: \*

* names of services, provisions and/or people involved;
* relevant dates;
* locations;
* the impact on you.

You may wish to use bullet points to keep your argument clear and concise.

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| *Please enter text here. Box will expand as you type.* |

1. Please describe your desired result should your complaint be upheld:\*

This result must be feasible in the context of the University’s regulations, policies and procedures. Provision of some services may be dependent on resources or policy decisions at University or national level.

You may wish to speak to the FXU Students’ Union for advice on the desired result you wish to request.

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| *Please enter text here. Box will expand as you type.* |

1. Please list the supporting evidence attached to your complaint. Complaints submitted without supporting evidence will not normally be considered. You may wish to contact the [FXU Students’ Union](mailto:advice@fxu.org.uk) for impartial advice about what constitutes evidence for your specific complaint.\*

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| *Please enter text here. Box will expand as you type.* |

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| **4. Declaration** |

Please tick to confirm the following: \*

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|  | I have read the Complaints Policy and Procedure |
|  | I have included all relevant information to support my complaint |
|  | I have made a copy of all documentation and supporting information for my records |
|  | I authorise those involved to share the details of my complaint with the relevant parties involved, including anyone I have named in the complaint |
|  | I authorise those involved in the process to have access to relevant information required as necessary for the investigation into and consideration of my complaint, including access to sensitive information (for example, a file held by the Student Services) |

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| **Signature**: \* | **Date:** \* |

*(If you are unable to submit an electronic image of your signature, please type your name. QAE will consider the receipt of this form electronically direct from your University email address or other registered email address as being equivalent to a signature.)*

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| **5. Submitting your complaint** |

Please return this form by email together with scans of any supporting evidence to [QAE@falmouth.ac.uk](mailto:QAE@falmouth.ac.uk).

Alternatively you can print this form and send it along with your supporting evidence to:

*Quality Assurance & Enhancement*

*Falmouth University*

*Falmouth Campus*

*Woodlane*

*TR11 4RH*

If sending by post, please note that it is your responsibility to ensure that your appeal reaches QAE before the Appeals deadline. QAE will not accept late appeals on the basis of postal delays.