

Student Complaint Form

Before completing this form you should read the Complaints Policy and Complaints Procedure

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 the sections marked with an asterisk (**\***).

# Advice

Before completing this form, we recommend that you contact the Students’ Union (SU) for free and impartial advice. You can email [advice@thesu.org.uk](mailto:advice@thesu.org.uk) or phone 01326 255 861 or drop in at the SU Reception.

# Third Party Requests

Under Data Protection legislation, the University cannot deal with complaints submitted by a third party unless you have formally authorised that third party to act on your behalf. Where there is a valid reason for a third party to act on your behalf, you can give this authorisation by completing a [Third Party Consent Form](https://www.falmouth.ac.uk/student-regulations) and returning it to [QAE@falmouth.ac.uk](mailto:QAE@falmouth.ac.uk).

# Your Details:

|  |  |
| --- | --- |
| Full name: \* |  |
| Student number: \* |  |
| Course Title |  |
| Year of study: \* \* | Year 1 ☐Year 2 ☐Year 3 ☐Post Graduate ☐ |

# 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.

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

# 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.

|  |
| --- |
| 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.

|  |
| --- |
| 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 Students’ Union for impartial advice about what constitutes evidence for your specific complaint. \*

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

# 4. Declaration:

|  |  |
| --- | --- |
|  | 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) |

|  |  |
| --- | --- |
| **Your 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 as being equivalent to a signature.)

# 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

Woodlane

Falmouth

TR11 4RH