**Student Concerns and Complaints Procedure**



**Stage 2 Formal Complaint**

This form is to be completed in accordance with stage 2 of the Student Concerns and Complaints Procedure and should be submitted electronically to [studentcomplaints@essex.ac.uk](mailto:studentcomplaints@essex.ac.uk). Alternatively, you may print this form, complete it and submit it to the Student Services Hub in the Silberrad Student Centre.

If you require any further information, please contact the Student Services Hub, Silberrad Student Centre, email [studentcomplaints@essex.ac.uk](mailto:studentcomplaints@essex.ac.uk), telephone 01206 874000.

Please do not complete this form unless you are dissatisfied with the outcome of the early resolution (stage 1) of the Student Concerns and Complaints Procedure.

In completing the form, please refer to the Student Concerns and Complaints Procedure: <http://www.essex.ac.uk/about/governance/documents/policies/complaints.pdf>. The University will not normally accept complaints made more than three months after the events complained about. The Academic Registrar has discretion to extend this three month period where he/she considers that there are compelling reasons to do so.

A complaint will not be investigated if this form has not been completed in full or if it is anonymous.

You are strongly encouraged to seek advice from SU Advice: Web: [http://www.essexstudent.com/advice/](http://www.essexstudent.com/advice/%20)

Email: [suadvice@essex.ac.uk,](mailto:suadvice@essex.ac.uk) Tel: 01206 874034

***IMPORTANT NOTE:***

***Any person who is the subject of a concern or a complaint will be advised, and the concern or complaint normally copied to him/her, in order that s/he is given the opportunity to respond. It may also be necessary to disclose information to others in order to deal with the concern or complaint and, in these circumstances, the parties concerned will be informed of such a disclosure.***

# Section 1: Your Details

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| **PRID** |  |  |  |
| **First Name** |  | **Title** |  |
| **Surname** |  |  |  |
| **Correspondence Address** |  |  |  |
| **Telephone Contact** |  |  |  |
| **Email Contact** (please use University email address where possible) |  |  |  |
| **Department or School** |  |  |  |
| **Programme of Study** |  |  |  |
| **Year of Study** |  |  |  |

**Section 2: Your Complaint**

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| --- | --- | --- | --- | --- | --- |
| **2.1 Issues raised, preferred outcome and supporting evidence**  (If your complaint or related concern involves more than one issue please number them and relate each issue to the preferred outcome you are seeking with the supporting evidence) | | | |  | |
|  | **Please list specific issues which you would like investigated** | **Preferred Outcome** | **Please list evidence you wish to submit** (Please number the attached evidence clearly) | |  | |
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| **2.2 Action taken at Stage 1 –**  If you have not completed Stage 1 of the Student Concerns and Complaints Procedure, please contact the relevant Department, School or Service to raise your concerns with them. It is University policy to resolve all concerns at the early resolution stage where possible. If, for some reason, you are unable to raise your concerns directly with the relevant Department, School or Service, please state your reasons below. | | |
| **Please tick to confirm that you have tried to resolve the issue(s) at stage 1: Early Resolution.** | **Tick ** | **Date** |
| **Please explain what steps you have taken to resolve your concerns at stage 1** | **Please indicate the person who has responded to you and the date of the response** | **Please indicate why you are not satisfied after the early resolution stage** |
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**Section 3: Other Communication**

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| **3.** If you have written a formal letter stating your complaint or related concerns to anyone else in the University, please indicate their names below and provide a copy of the letter/email sent to them, together with a copy of any response you have received. | |
| **Name** | **Attached ** |
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**Section 4: Declaration**

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| **I declare that the information given in this form is true to the best of my knowledge and that I would be willing to answer further questions relating to it if necessary.** | | | |
| **Signature:**  (Please print name if completing electronically) |  | **Date:** |  |