**University of West London**

**STUDENT COMPLAINT FORM: FORMAL STAGE II**

Please ensure that you have read the Student Handbook, Complaints Section, before you complete this form. Once completed submit this form with all relevant evidence to complaints@uwl.ac.uk.

Advice on completion of the form can be obtained from the Students’ Union.
Email: uwl.su@uwl.ac.uk or Telephone 020 8231 2276

|  |
| --- |
| 1. **Your Details**
 |
| Title | ☐ Mr ☐ Mrs ☐ Miss ☐ Ms |
| Full Name |  |
| Student Number |  |
| Course |  |
| School/College |  |
| Level of Study  | ☐ Undergraduate ☐ Postgraduate |

|  |
| --- |
| 1. **Contact Information**
 |
| Contact Address |  |
| UWL email | @student.uwl.ac.uk |
| Alternative email |  |
| Phone Number |  |

If you have supplied contact information which is different to the details currently held by the University, please update your Student Record as soon as possible on My Registry.

|  |
| --- |
| 1. **Representative**
 |
| If you are being represented by another person, who should be contacted directly regarding this complaint, please provide their details below. They will also need to sign this form. |
| Title | ☐ Mr ☐ Mrs ☐ Miss ☐ Ms |
| Full Name |  |
| Relationship to Student |  |
| Contact Address |  |
| Email  |  |
| Phone Number |  |

|  |
| --- |
| 1. **Your Complaint**
 |
| Please set out the main points of your complaint, including dates of incidents, persons involved and attach any relevant documents, for example email correspondence. If you require more space, continue on a separate sheet of paper, which you must attach to this form.  |

|  |
| --- |
| 1. **Actions you have taken**
 |
| Please outline what steps you have taken to resolve your complaint, including details of staff members you have involved and why you are not happy with the response received. If you require more space, continue on a separate sheet of paper, which you must attach to this form. |

|  |
| --- |
| 1. **Requested Outcome**
 |
| If UWL could put things right for you, what would you like to happen? Please indicate, what outcome you are expecting in order to resolve your complaint.  |

**Please attach to this form any further information or copies of evidence you would like us to consider as part of our investigation.**

**Declaration**

I declare that the information given in this form is true and accurate to the best of my knowledge.
I am willing to answer further questions relating to this matter if required.

I accept that the university will use the information provided on and with this form to investigate my complaint. The details may be provided to relevant schools or support services within the University, if necessary to conduct a thorough investigation.

Signed by student: ……………………………………………………………………

Date: ……………………………………………………………………

Signed by representative: ……………………………………………………………………

Date: ……………………………………………………………………

Students can expect a complaint to be investigated without prejudice. Any member of staff mentioned in a complaint will be made aware and they will have the opportunity to comment.

Anonymous complaints will not be accepted under this procedure.