**University of West London**

**STUDENT COMPLAINT FORM INFORMAL STAGE I**

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

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| --- | --- |
| 1. **Your Details**
 |  |
| Full Name |  |
| Student Number |  |
| Course |  |
| School |  |
| Level of Study *(Delete as appropriate)* |  ⃝ Undergraduate ⃝ Postgraduate |

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| --- |
| 1. **Contact Information**
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| 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.

|  |
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| 1. **Your Complaint**
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| 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.  |

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| 1. **Requested Outcome**
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| Please indicate, what outcome you are expecting in order to resolve your complaint.  |

**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.

Signed:…………………………………………………………………………………………………………………………………………………

Date:……………………………………………………………………………………………………………………………………………………

**Notes:**

The university will use the information provided on this form to investigate your complaint. The details will be provided only to those schools or support services within the University as necessary to conduct a thorough investigation.

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

Anonymous complaints will not be accepted under this procedure.