

## STUDENT COMPLAINTS

### RECORD FORM

Before completing this form you should read and follow the guidance given in the *Student Complaints Procedure*.

<b>Full Name</b>		<b>Male/ Female</b>
<b>Student Status</b> <i>(please specify)</i>	Enquirer/Applicant/Current Student/Past Student/Other	<b>Date of Birth</b>
<b>Student Number if applicable</b>		
<b>Contact Address</b>		
<b>Postcode</b>		
<b>Telephone</b>		
<b>E-mail</b>		
<b>Complaint to be directed to (if known)</b> <i>(Name, Position, School/Service/Unit/Department)</i>		
<b>Statement of Complaint</b> <i>(Please explain the nature of your complaint here or attach a statement of your complaint)</i>		
<b>List of documents</b> <i>(Please list all documents which you have attached)</i>	<b>Received</b>	

<b>Nature of redress sought</b> (Please indicate what outcome or further action you are expecting)	
<b>Signature</b>	<b>Date</b>
<b>Note: If this form has not been completed by the person making the complaint, please complete this section</b>	
<b>Name:</b>	<b>Signature</b>
<b>Relationship to the person making the complaint:</b>	
<b>FOR OFFICE USE ONLY</b>	
<b>Date considered by the Course Manager:</b>	
<b>Date acknowledgement sent to complainant:</b>	<b>Further details required from student: Yes/No</b> <b>Date request sent:                      Date received:</b>
<b>Complaint sent to:</b>	
<b>Date sent:</b>	
<b>Outcome:</b>	
<b>Nature of response:</b>	
<b>Date of response:</b>	
<b>Any further action:</b>	
<b>Date feedback form sent to complainant:</b>	
<b>Date feedback received from complainant:</b>	
<b>Date of issue of Completion of Procedures letter:</b>	