Student Complaint Form (Stage 2 Formal Complaint)

This form should be used by students who wish to pursue a complaint at Stage 2 (a formal complaint to the Complaints Officer). In the first instance, a Stage 1 (informal complaint) should be raised directly with the relevant department at the source of the complaint. Please refer to the [Student Complaints Procedure](https://www.ucem.ac.uk/about-ucem/code-of-practice/) for more information.

Please note that Stage 2 formal complaints should normally be submitted within 20 working days of receiving a response to the informal complaint. UCEM will respond to your Stage 2 complaint within 20 working days of receiving the fully completed form.

| Name (in capital letters): |  |
| --- | --- |
| Contact Address:  Post Code: | Programme and Current Modules/Units: |
| Are you an apprenticeship student? | YES/NO |
| Student Number: |  |
| Email address: |  |
| Contact telephone number: |  |
| Please confirm that you have completed Stage 1 (informal complaint) of the complaints process: | YES/NO |
| Date informal complaint raised: |  |
| Complaint raised with (name of staff member): |  |
| Date response received: |  |

| Please outline below the substance of your complaint: |
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| Please describe how you have pursued your complaint to date and how you envisage your complaint might be resolved: |
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Signature………………………………………………………………………….

Date………………………………………………………………………………..

The completed form should be mailed to:

The Complaints Officer by emailing [complaints@ucem.ac.uk](mailto:complaints@ucem.ac.uk)