Student Complaint Form

Please read the guidance document and use this checklist before submitting your complaint

## Accessibility

If you require this form, or any documents it refers to, in hard copy or any other format please contact the Student Casework team.

## Is this a complaint or an appeal?

Check the criteria below to make sure this is the correct form to use.

| It’s a **complaint** if you’re not satisfied with… | It’s an **appeal** if it relates to an academic outcome, and meets any of these grounds: |
| --- | --- |
| * the standard of service we provide
* something we have done
* something we have not done
 | * A procedural irregularity in the assessment process
* Bias or the perception of bias
* Exceptional mitigating circumstances not previously available for consideration
 |
| Please use this form, or if your complaint covers more than one person, please use the [group complaint form](https://www.edgehill.ac.uk/documents/complaints-procedure/). | Please use an [academic appeal form](https://www.edgehill.ac.uk/registry/academic-appeals/). |

If you’re not sure which form to use, please contact the Student Casework team.

## Stage 1 - Early Resolution

Complaints should start at the early resolution stage. You do this by directing your complaint to one of the following:

|  |  |
| --- | --- |
| * Your course tutor
* Your module leader
* Your programme leader
* A member of the department or faculty who you feel comfortable talking to
 | * The faculty administration manager
* A manager or head of department in the University service involved
 |

By taking this approach, your department or faculty will normally be able to resolve your complaint quickly and easily, whilst maintaining good staff/student relationships and without disrupting your studies. If you are unsure or concerned about how to do this, please contact the Student Casework team.

If you are dissatisfied with the outcome of your complaint at the early resolution stage, you can request to escalate it to Stage 2 – Formal Investigation within 14 days of receiving the response. Further information about the formal stage can be found later in this document and in the guidance notes for making a complaint.

## Evidence to support your case

In most cases you should provide evidence to support your complaint and include it when you submit this form. Evidence may include documents, emails or other correspondence and the investigating officer for your complaint will use this in their investigation. If you do not have evidence or are unsure what evidence you should provide, the [Students’ Union Advice Centre](https://www.edgehillsu.org.uk/advice) and the Student Casework team can help.

## Where can I get help, guidance, or support?

[Edge Hill Students’ Union](https://www.edgehillsu.org.uk/) is an independent organisation and provides free advice, guidance and representation. The Student Casework team manage the complaints process. They can answer any general queries you have about how to make a complaint and how the process operates.

## I have a disability – where can I get help guidance or support?

The [Inclusion team](https://www.edgehill.ac.uk/studentservices/inclusive/) is based in Catalyst and can provide help and support for students who have disabilities. Even if you have not previously disclosed your disability, we encourage you to do so when you make a complaint. This is because we want you to be able to participate fully in the complaints process and we can offer support and/or reasonable adjustments to make this happen. [The Students’ Union](https://www.edgehillsu.org.uk/advice) can also support you to complete the complaint form.

## Who do I contact with queries?

Please email the Student Casework team, or contact them:

By phone: 01695 650786

In person: Student Administration Centre, Edge Hill University, Ormskirk Campus.

## Where do I send my completed form?

Send your completed form and supporting evidence to the Student Casework team

Please read the full [complaints procedure](https://www.edgehill.ac.uk/documents/complaints-procedure/) or the [student guide to complaints](https://www.edgehill.ac.uk/wp-content/uploads/documents/Making-a-complaint-a-guide-for-students-V1.4-2-1.pdf) for full details.

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Please note, throughout this process we will contact you via your University email address. If your University email account is no longer active, please provide an alternative email address below.

If you need us to contact you by a different method, please contact the Student Casework Team.

| **Name**: | **Student ID number**: |
| --- | --- |
| **Programme title**: | **Year of study/ cohort**: |
| **E-mail address**: | **Telephone**: |
| **Postal address including postcode:** |

## Accessibility *(Delete as appropriate)*

Do you have a disability which may impair you in making your complaint? Yes / No

Have you declared your disability to the Inclusion team? Yes / No

Have you declared your disability to the SpLD team? Yes / No

Do you give your consent for the Inclusion team to share information about

your disability with the Student Casework team? Yes / No

## What stage is your complaint at? *(Tick one box)*

Stage 1- Early Resolution: I am raising my complaint for the first time

Stage 2 - Formal investigation: I have tried to resolve my complaint through early resolution

but remain dissatisfied

Please enter the date you were informed of the outcome of your early resolution complaint and enclose a copy of the written response sent to you along with this form.

Date………………………………………

## Your complaint summary

Please summarise your complaint below. There is space at the end of the form for you to provide full details, further explanation and any evidence.

|  |
| --- |
| *Please use bullet points to describe the main points of your complaint. The box will expand as you type.* |

## Resolution or aims sought

Please tell us below what resolution or aim you are seeking. It is important that we know what outcome you are seeking as this will help the investigator when considering your case.

|  |
| --- |
| *This box will expand as you type.* |

## Full details of your complaint

Please provide full details of your complaint and any evidence below. Please keep your statement as factual as possible. Try to identify key information and relevant dates and highlight any evidence to support the claims made.

|  |
| --- |
| *The box will expand as you type.* |

## Student declaration *(Please read and sign. A typed name is acceptable)*

# By signing this form I confirm that the above information about my complaint is true to the best of my knowledge and belief.

Signature: ………………………………………………………. Date: ……………………

Please send this form and your evidence to the Student Casework team.

## What happens next?

We will acknowledge receipt of your complaint.

Early resolution complaints will be referred to your department or faculty, who may contact you directly. Your faculty or department will respond to you, usually within four weeks.

If you have made a formal complaint, the Student Casework team will identify an independent person to investigate your complaint and tell you who that person is. We will communicate with you during this process and advise you of the outcome, usually within six weeks.

If we are unable to complete our investigations in the usual timeframe, we will tell you and keep you informed throughout the process.