

<p><u>Office use only</u></p> <p>Date received:</p> <p>Received by:</p>

COMPLAINT FORM

<p>This form is required for submission of a formal complaint under the University's Student Complaints Procedure.</p> <p>However if you have any difficulty completing this form, please contact a Students' Union Casework Advisor for assistance or the University Secretary's Office, who can advise you how else the complaint can be recorded (the University requires the complaint to be in permanent form and to provide substantially the information below so complaints can be dealt with effectively)</p>	
<p>YOUR DETAILS</p>	
<p>COMPLAINANT'S NAME (Please print clearly):</p>	<p>STUDENT ID:</p>
<p>For a Complaint by a representative:</p> <p>REPRESENTATIVE'S NAME (Please print clearly):</p> <p>Evidence of permission is attached <input type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>If you are complaining on behalf of someone else, please provide evidence of their permission for you to complain of their behalf and for the University to discuss matters with you (which may involve the disclosure of personal data). There is a standard consent form available on the University Secretary's webpages (www.londonmet.ac.uk/complaints).</p>
<p>Contact Information</p> <p>email address:</p> <p>ADDRESS FOR CORRESPONDENCE:</p> <p>.....Postcode:</p>	
<p>Have you discussed your complaint with a Students' Union Casework Advisor? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Can we discuss your complaint with a Students' Union Casework Advisor? <input type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>The Students' Union Casework Advisor can provide you with valuable help when preparing your complaint, including advice on what the University may be able to do to resolve your complaint.</p>
<p>YOUR COMPLAINT</p>	
<p>Please explain your complaint. (You may complete/attach up to 2 sides of A4)</p>	
<p>If your complaint is lengthy please write your complaint as a numbered list of issue. Keep to the point and include relevant detail such as dates and locations.</p> <p>Please send evidence to support what you say (such as email, letters or other documents) with this form.</p>	
<p>What steps have you already taken to resolve the issues?</p>	
<p>Does this issue affect your progression to the next academic year, your ability to graduate or your immigration status? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If,so, please give details:</p>	

What do you think the University has done wrong / failed to do?	
	Please explain why you feel that what the University has done/not done is wrong. Please identify the procedure, regulation or legal provision that you say the University has breached (if any).
What would you consider to be a good resolution for your complaint?	
	Please note that whilst your views will be taken into consideration, the information given here will not necessarily determine the outcome.

Please read the following statements and sign below to indicate your agreement.

- I have read and understood the Student Complaints Procedure.
- I have provided **all** the evidence that I wish to rely on in this complaint
- All the information provided on this form as well as any additional documentary evidence I have provided, is an accurate and true reflection of the situation that led to the complaint outlined above.
- I consent to the University sharing the information on this form (and accompanying evidence) with such members of the University community (staff or contractors) as may be required by the investigation.
- I am aware that, regardless of the outcome of this complaint, this paperwork will be retained by the University in accordance with the University's Records Retention Schedule.

Signed	
<p>..... (signature of complainant/representative)</p> <p>Dated:</p>	<p>A signature is not required if the form is sent by email from an email address registered with the University. Alternative arrangements will be made if the complainant cannot sign because of a disability.</p>