Stage 1 – Formal Complaint Form Academic Year 2023-24

**The information on this form is confidential.**

Students should submit this form to the **Student Casework Office** by emailing: casework@londonmet.ac.uk

## Before Completing this form:

Please read the supplementary notes on pages 5-8. Complainants are advised to access and familiarise themselves with the [Complaints Regulations and Procedure 2022/2](https://student.londonmet.ac.uk/your-studies/student-administration/rules-and-regulations/complaints-procedure/)3. Complainants submitting a complaint may wish to obtain advice and support from the [Students’ Union](https://www.londonmetsu.org.uk/adviceservice/) prior to completing the complaint.

### Part A: Student Details

Please complete all parts of the form below or your complaint may not be processed:

### 1. Personal Details

|  |  |
| --- | --- |
| Family Name: |  |
| First Name(s): |  |
| Student ID Number  |  |
| Course Title |  |
| Email Address: |  |
| Contact Number: |  |
| Do you wish to remain anonymous? | Yes [ ]  No [ ] Please be aware that if yes, the investigation may be limited, but information can be used for data and statistical purposes. Where necessary, safeguarding actions will still take place. |
| Is you your Complaint within 3 months of the alleged act or omission of the University? | Yes [ ]  No [ ]  Have you submitted evidence relating to the delay?Yes [ ]  No [ ]   |

### 2. Group Complaints – If this is a group complaint, you are permitted to provide an individual statement raising shared, and where relevant, individual concerns in relation to your complaint.

|  |  |
| --- | --- |
| Is this a group complaint? | Yes [ ]  No [ ]  |
| Please list the names of all students making the complaint and the appointed representative (maximum of 2): |  |

### 3. Disability

|  |  |
| --- | --- |
| Do you have a disability? | Yes [ ]  No [ ]   |
| Will you require support or adjustments at any stage during the complaints process? | Yes [ ]  No [ ]  |
| If yes, please provide details of your requirements here (you **do not** have to disclose the nature of your disability) |  |

### 4. Early Resolution

|  |  |
| --- | --- |
| Have you attempted to resolve your concerns before submitting a formal complaint? | Yes [ ]  No [ ]  |

### 4.1

|  |
| --- |
| Please outline any steps you have taken to resolve your concerns prior to submitting a formal complaint and any responses received. Please include who you contacted and when. (If correspondence took place in writing, you are advised to submit a copy of it with your Complaint Form): |

### Part B: Initial Questions Regarding Your Complaint:

### 5.1.

|  |  |
| --- | --- |
| Is the issue still ongoing? | Yes [ ]  No [ ]  Please provide the date of when the issue concluded:  |
| Module title |  |
| Component affected |  |
| Submission deadline / date of exam etc |  |

### 5.2.

###

|  |
| --- |
| Date(s) of when the issue(s)/ incident(s) occurred: (Please provide all the dates if there are multiple incidents. If you do not know the exact date, approximate date should be provided):  |

### 5.3.

|  |
| --- |
| Nature/context of your Complaint- please tick all that applies:[ ]  Financial (issues related to student fees).[ ]  Related to reasonable adjustments or disability support.[ ]  Teaching provision, such as course content or course materials.[ ]  Issue related to health and safety on campus.[ ]  Issue related to administration or customer service.[ ]  Staff conduct.[ ]  Issues relating to age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.[ ]  Health and safety on campus.[ ]  OtherIf other, please explain here:  |
| If related to a staff conduct issue, do we have your consent to share with HR, the member of staff and/or the line manager of the individual in question?[ ]  Yes [ ]  No |
| Is this Complaint already subject to a legal claim, court proceedings or judiciary review? [ ]  Yes [ ]  No |

### Part C: Supporting Statement:

### 6.

|  |
| --- |
| Please give details of your complaint continuing on an additional sheet if necessary:  |

### 7.

|  |
| --- |
| Please select the form of remedy/resolution that you are seeking below: |

### 8.

|  |
| --- |
| Please list and attach any and all evidence you may have to support your complaint: |

### 9.

|  |
| --- |
| Have you submitted all evidence you intend to rely on for your complaint:Yes [ ]  No [ ] (Please provide reasons below). |

### 10. Please read the following statements and sign or type your full name to indicate your agreement.

* I have read and understood the Complaints Policy and 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 and external bodies as may be relevant for 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.

|  |  |
| --- | --- |
| Student Signature: | Date: |

### Student supplementary notes for completing this form:

A complaint should be submitted no later than 3 months from the problem or issue occurring to the Student Casework Office by emailing casework@londonmet.ac.uk

### Part A - Student Details:

### Student Details

Please complete your details in full. All correspondence will normally be sent to your university email address. The email address provided in the form will be used to correspond with former students or recent graduates.

### 2. Group Complaints

The group are advised to appoint a group representative (maximum 2) to facilitate communications and where required meet with the Complaint Handler on behalf of the group. Students are permitted to provide individual statements raising shared and where relevant individual concerns in relation to the complaint

### 3. Students with Disabilities

Section 3 asks you to inform us if you have a disability. By ‘disability’ we mean: Specific Learning Difficulties (SpLDs) such as Dyslexia or Dyspraxia, physical or sensory disabilities and long-term medical conditions, including mental health difficulties.

You do not need to disclose your disability, but it will help us to support or make reasonable adjustments to the complaints process if you tell us what support you usually need. By sharing this information, we may contact the [University Disabilities and Dyslexia Service](https://student.londonmet.ac.uk/life-at-london-met/wellbeing-at-london-met/disabilities-and-dyslexia-service-dds/) to discuss your requirements.

### 4. Have you attempted to resolve your concerns before submitting a formal complaint?

Indicating whether you have taken any steps to resolve your concerns and identifying who you have spoken to helps us to liaise with the right people to follow up your complaint. Complaints will be handled with an appropriate level of confidentiality, with information released only to those who need it for the purposes of investigating or responding to the complaint.

### Part B – Supporting Statement and Nature of Your Complaint:

### 5.1. Is the issue still ongoing?

Disclosing if the issues is still ongoing or not allows us to consider the complaint more accurately. Often times, the Student Casework Office liaise with all the relevant parties mentioned in the complaint.

### 5.2. Date(s) of when the issue(s)/incident(s) occurred

Students are advised to provide the most accurate date in order for us to investigate the Complaint accurately. There are no limitations on the number of dates a student can list though explanation for each date listed must be provided.

### 5.3. Nature/context of your complaint

Disclosing the nature/context of your compliant is solely used for record-keeping purposes and does not impact the way your Complaint is processed.

### Part C – Supporting Statement and Nature of Your Complaint:

### 6. Supporting statement

Please use this section to clearly state what your complaint is about and which area(s) it relates to. You may want to specify your dissatisfaction as a numbered list or in an alternative clear and concise manner identifying key points that you wish to raise. This will make it easier for your points to be responded to.

As this is an evidence-based process, you are asked to include any evidence that you wish to rely on to support the issues raised and to confirm all relevant evidence has been submitted. Examples of the types of evidence that can be provided include but are not limited to, relevant correspondence, course or service documentation, expert professional report, or placement reports.

### 7. Remedy/resolution

Please tell us what you think would be a reasonable solution to the matters being raised. We consider each case on its own individual facts, however, this will give us an indication of the remedy that you are seeking.

### 8. Any evidence you may have to support your complaint

As referred to at **6**, you are asked to include any evidence you wish to support your complaint at this stage, as evidence that is available to you at the time of submitting your complaint will not normally be considered at the Final Complaint Review Stage.

It is impractical for the Complaints Procedure to cover every kind of issue that students may wish to raise. Therefore, **before commencing your statement** you should note **the areas listed below are excluded from this procedure:**

* Anonymous complaints
* Third party complaints on behalf of a student
* Assessment board decisions (progression, assessment, and awards)
* Procedural Defects, Termination of Registration and Academic Misconduct
* Student Conduct and complaints against other students
* Mitigating Circumstances
* Suggestions of a legal claim
* Complaints about the Students’ Union
* Initial complaints about a collaborative or partner institution

### 9. Have you submitted all evidence you intend to rely on for your complaint

As this is an evidence-based process, you are strongly advised to submit all evidence you possess along with your Complaint Form. If you are awaiting a document and intend to forward it soon after submitting the Complaint Form, please state so explicitly. If you have not indicated that you are awaiting evidence from an independent body and the Complaint Assessor has already finalised an outcome, your evidence may not be included in the investigation. If your complaint refers to areas list above, you may in the first instance, wish to consider pursuing alternative procedures under the relevant Regulations, or be aware that you may be signposted to alternative procedures upon submission of your complaint.