

## STAGE 1 - FORMAL COMPLAINT FORM

The information on this form is confidential

### Before completing this form:

Please read the [supplementary notes](#) on pages 3-5.

Students are advised to access and familiarise themselves with the Complaints Procedure under the [General Student Regulations](#)

Students submitting a complaint may wish to obtain advice and support from the [Students' Union](#) prior to completing the complaint.

Please keep a copy of this form for your records.

Current students should submit this form to the relevant [Complaint Handler](#). Former students or recent graduates should submit this form to the [University Secretary's Office](#).

### Part A - Student Details

1	Surname/Family Name:		Student ID:
	Forename/First Name:		Course Title:
	Address:		
	Email Address:		
	Contact Number:		
2	<b>Group Complaints</b>		
	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 <input type="checkbox"/>	No <input type="checkbox"/>
	Please list the names of all students making the complaint and the appointed group representative (maximum of 2).		
3	<b>Disability</b>		
	Do you have a disability?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
	Will you require support or adjustments at any stage during the complaints process?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
	If yes, please provide details of your requirements here – <b>you do not have to disclose the nature of your disability</b>		

4	Have you attempted to resolve your concerns before submitting a formal complaint?	Yes <input type="checkbox"/> No <input type="checkbox"/>
	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.	
<b>Part B - Supporting Statement and Nature of Your Complaint:</b>		
5	Please give details of your complaint continuing on an additional sheet if necessary.	
6	Please describe the remedy/resolution that you are seeking:	
7	Please list and attach any evidence you may have to support your complaint:	
8	Student Signature:	Date:

Please read the following statements and sign or type your full name 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 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 supplementary notes for completing this form:

A complaint should be submitted no later than 3 months from the problem or issue occurring to the relevant [Complaint Handler](#). If you are a former or recent graduate your complaint should be emailed to the University Secretary and Register at [uso@londonmet.ac.uk](mailto:uso@londonmet.ac.uk)

## Part A – Student Details

### 1 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 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](#) 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 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.

### 6 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.

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

As referred to at 5 above, 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

Anonymous and third party complaints will only be considered in exceptional circumstances and be investigated at the sole discretion of the University Secretary and Registrar.

Please refer to the [General Student Regulations](#) should you require further information.

If your complaint refers to areas list above, you may in the first instance, wish to consider pursuing alternative procedures under the relevant General Student Regulations, or be aware that you may be signposted to alternative procedures upon submission of your complaint.