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**C O N F I D E N T I A L**

**Student Informal Complaints Form**

If you intend to make an informal complaint about the delivery and quality of services received, or about the delivery of teaching/supervisory provision or any other matters relating to a programme of study, you should use this form to put forward your case.

**You can send this form to a member of staff on your programme of study or a member of staff in the Faculty of Education. You may submit a complaint anonymously, but this is likely to impede any outcome and communication of that outcome to you.**

*Please keep a copy of this form for your records*.

**SECTION A - YOUR DETAILS**

|  |  |  |  |
| --- | --- | --- | --- |
| **First name:** |  | **Surname:** |  |
| **Programme:** |  | **Year of study:** |  |
| **Student Number:** |  |
| **Email:** |  |
| **Telephone:** |  |
| **Details of anyone acting on your behalf:** |
|  |

**SECTION B – NATURE OF THE COMPLAINT**

(Use an additional sheet if necessary.)

|  |
| --- |
| **Please set out the details of your complaint below:** |
|  |

**SECTION C - DESIRED OUTCOME**

|  |
| --- |
| **Please state the outcome you desire from the complaint below:** |
|  |

**SECTION D - DECLARATION**

I believe that the above information is accurate.

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

|  |
| --- |
| **Please list any evidence supplied with this form in support of your claim:** |
|  |

**FOR OFFICE USE ONLY:**

|  |
| --- |
| **Notes of meeting with student:** |
|  |
| **Outcome of meeting with student:** |
|  |