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

**Student Formal Grievance Form**

Please ensure that you have read the Faculty of Education’s Student Grievance and Complaints Policy and Procedure that you have attempted to resolve the grievance informally before submitting this form.

**This form should be sent to a Faculty of Education Senior Manager (who has not already been involved in the process). If you need advice on whom to send this form to, please contact your Programme Manager.**

*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 GRIEVANCE**

(Use an additional sheet if necessary.)

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

**SECTION C - AN OUTLINE OF THE ACTION YOU HAVE TAKEN SO FAR**

Please outline the steps you have already taken to resolve your grievance informally:

|  |  |
| --- | --- |
| **With whom was the complaint discussed?** |  |
| **Date:** |  |
| **What was the outcome?** |
|  |
| **Please state why you believe the matter remains unresolved:** |
|  |

**SECTION C - DESIRED OUTCOME**

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

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

**SECTION D - DECLARATION**

I believe that the above information is accurate.

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

**FOR OFFICE USE ONLY:**

|  |
| --- |
| **INITIAL INVESTIGATION** |
| **Case Established? Yes/No** |  |
| **Reason(s) for decision:** |
|  |
| **Notes of Grievance Meeting** |
|  |
| **Outcome of Grievance Meeting** |
|  |