



COMPLAINT FORM

This form can be used by a student or by a member of the public to complain about any service or lack of service provided by the University to which a response is expected. This form cannot be used for the following categories of complaint, for which separate procedures exist:

- appeals against the decision of Assessment Boards;
- appeals against the decision of the Extenuation Panel;
- complaints against the Students' Union;
- appeals against decisions taken under disciplinary proceedings;
- complaints about businesses operating on University premises, not owned by the University;
- complaints about the behaviour of other students;
- appeals against the decisions of Investigating Panels.

Please return the completed form to: Complaints Liaison Officer, Quality Assurance and Enhancement, University of East London, Docklands Campus, 4-6 University Way, London, E16 2RD. You should receive an acknowledgement within one week of lodging your completed complaint form.

You are strongly advised to consult with the Students' Union before completing this form. Please call 020 8223 7025 or e-mail Studentadvice@uel.ac.uk for an appointment.

If you would like to discuss your complaint in person with a member of University staff, please contact Toby Grainger, Head of Student Compliance & Responsibilities Tel: 020 8223 2050, E-mail: t.j.grainger@uel.ac.uk

SECTION ONE - YOUR DETAILS:

SURNAME		TITLE	
FORENAME(S)			
ADDRESS FOR CORRESPONDENCE			
POSTCODE			
EMAIL ADDRESS			
DAYTIME TELEPHONE			
STUDENT NUMBER			
PROGRAMME OF STUDY			

SECTION TWO - YOUR COMPLAINT:

Name of school/service you are complaining about	
Have you attempted to conciliate on your complaint (stage one of complaints procedure)?	
If yes, please provide date of conciliation meeting	
If no, please explain why	

Please provide further information on your complaint. Please detail each individual complaint point and resolution you are seeking, attaching any additional evidence that you have to substantiate your complaint, using separate sheets if necessary.		
Date of incident	Nature of complaint (please summarise the key points)	Please summarise how you would like to see your complaint resolved

SECTION THREE – TIME LIMITS:

The completed complaints form should be lodged with the Complaints Liaison Officer within the time limits detailed in the Complaints Procedure. An extension of these time limits will only be possible in exceptional circumstances, such as illness, an apparent risk of victimisation, personal embarrassment or other hindrance beyond the student's control. If your complaint has been made outside of these time limits please detail below the reason for this.

SECTION FOUR – DECLARATION:

In accordance with the Data Protection Act 1998 we are required to obtain your consent for the following:

- a) to hold some elements of the information that you have provided on an electronic database;
- b) to disclose the information that you have provided to authorised members of University staff, their legal advisers or where the law requires, as necessary for the reasonable purposes connected with the investigation of your complaint.

Please sign below to confirm that the information you have provided is accurate to the best of your knowledge, and to indicate your consent for the information provided to be used as detailed above.

Signed

Dated

We would welcome your feedback on the Complaints Procedure. If you wish to make any comments or suggestions, once you have completed the procedure, please submit these to **Quality Assurance and Enhancement, University of East London, Docklands Campus, 4 – 6 University Way, London, E16 2RD.**

The information you provide us with will be used to help us make improvements to the procedure and the way in which complaints are handled in future. All information provided will be dealt with in the strictest confidence and any reports on the feedback received will not identify names.