



COMPLAINT FORM

This form can be used by a student, or recent graduate, 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:

- complaints based on or related to matters of academic judgement.
- appeals relating to decisions made by an Assessment Board regarding assessment, progression or award. (Manual of General Regulations Part 7);
- appeals against annual monitoring reviews, transfer of research degree registration or oral examination decision for postgraduate research students (Manual of General Regulations Part 9);
- appeals against the decision of the Extenuation Panel (unless there has been a procedural error please refer to the Manual of General Regulations Part 7);
- complaints relating to the Students Union (UELSU operates a separate Grievance and Complaints Procedure accessible via its website);
- appeals against decisions taken under disciplinary proceedings;
- complaints about businesses operating on University premises, not owned by the University (these should be directed to the Manager of the business);
- complaints made by students against students (see [Dignity at Work and Study Policy](#)) where these relate to allegations of bullying or harassment;
- Complaints relating to a case of Academic Misconduct (Manual of General Regulations, Part 8)
- appeals against the decisions of Attendance Appeal Panels
- matters relating to fitness to practise (Manual of General Regulations, Part 13 - Suitability Procedure);
- complaints relating to provision of services wholly within the remit of a collaborative partner or to the action or lack of action of staff employed by a collaborative partner (refer to the partner institution's complaints policy for guidance).

Please return the completed form to: Complaints and Appeals Officer, Institutional Compliance, University of East London, Docklands Campus, 4-6 University Way, London, E16 2RD or to complaints@uel.ac.uk. 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.

SECTION ONE - YOUR DETAILS:

SURNAME		TITLE	
FORENAME(S)			
ADDRESS FOR CORRESPONDENCE			
POSTCODE			
EMAIL ADDRESS			
DAYTIME TELEPHONE			
STUDENT NUMBER			
PROGRAMME OF STUDY			
Do you have a registered disability or learning difficulty which the Compliance Team should be made aware of, as it has had an impact on the issues you are raising in your complaint? If so, please provide details			

SECTION TWO - YOUR COMPLAINT:

Name of School/Service you are complaining about	
Please provide details of the staff member(s) you have spoken regarding your complaint and attach the Stage 1 informal outcome issued to you If you have not attempted to conciliate, please go back to the School or Service named in your complaint and complete Stage 1 of the Complaints procedure before proceeding any further	
Please provide a statement of any actions you have taken to resolve this within the School/Service	

Please explain why the resolution/ action taken by the School / Service, following notification of the complaint, has been inadequate

Please provide further information on your complaint

Date of incident	What happened?	Supporting evidence (i.e. emails, details of telephone calls, Student HUB ticket numbers etc.)
Date of email to lecturer	EXAMPLE Nature of complaint – please be concise, highlighting the substantive issue	Evidence 1 (email dated xxxx) Provide a copy of the email and mark it 'Evidence 1'

Please summarise how you would like to see your complaint resolved

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SECTION THREE – TIME LIMITS:

The completed complaints form should be lodged with the Complaints and Appeals 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 **Institutional Compliance, 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.