

Stage 1 (Local Resolution) Outcome Form

This form should be used at Stage 1 where a local resolution is possible and requires action, or where a resolution is not possible; **completed by both** student and staff member. ***This form must accompany a Stage 2 Complaint Form within one month.*** A copy should be retained by student and School/Service for their records.

Please find the complete Complaints Policy and Procedure here:

<https://www.uel.ac.uk/Discover/Governance/Policies-Regulations-Corporate-documents/Student-Policies/Student-Complaint-Procedure>

Part 1: Your Details

(This should be completed by the student)

First name	
Family name	
UEL ID number	
Email for communication	
Programme of study	
College / School	
Personal Tutor	
Programme Leader	
Do you have a registered disability you'd like to let the Complaints Team know about? If yes, give details	

Part 2: Your Complaint

(This should be completed by the student)

Briefly summarise the KEY POINTS of your complaint

Note: You should summarise the key points here even if you have attached other documents

Evidence presented to support your complaint

Please list the documented evidence you have to substantiate your complaint; ie Handbooks, emails, medical evidence, support plans, etc

Date	Title of evidence	Which point it supports

What have you done to try to resolve the matter within the School or Service?

How would you like to see your complaint resolved?

You should include everything you expect to resolve the matter including practical remedies, support, and any other outcome you are seeking

Part 3: Local Resolution Attempt Details

(This should be completed by the staff member you have referred the complaint to)

First name	
Family name	
Job title	
Date of meeting	
Was a resolution found and agreed at the meeting/conversation?	
If YES, what is the proposed resolution?	
What actions are required to implement the resolution?	
Who is responsible for the above actions?	
Other notes relevant to the meeting or outcome	

By signing this form the student is agreeing to the local resolution actions detailed above. Where a local resolution could not be offered or agreed, this form should be used to accompany a Stage 2 Formal Complaint form, within one month of the date below

Student signature		Date	
Staff signature		Date	