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**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/about/governance/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** |  |
| **School or Service cost centre** |  | | |