**STUDENT FORMAL COMPLAINT FORM**

The purpose of this form is to guide you through the process of raising a complaint with the University.

This form does not cover appeals against a decisions made by an Assessment Board. If this is your area of concern please read the Regulation and Procedure for Academic Appeals. (Available at <https://www.wlv.ac.uk/current-students/conduct-and-appeals/>) This applies to all appeals relating to Assessment, Progression and Awards.

Your complaint **MUST** be submitted within **3 months** of you being aware of the issue you are raising.

**IMPORTANT: Your complaint will not be considered if it is submitted over 3 months after the event and there is no evidence of a good reason for the delay.**

Your responses should be word processed and be clear and concise.

Before completing this form you should have read and understood the University Complaints Procedure which is available at <https://www.wlv.ac.uk/current-students/conduct-and-appeals/>.

The Students’ Union Advice and Representation Centre provides an independent advice service. You are strongly advised to discuss your complaint with the Students’ Union before you submit it. You can contact them at: <https://www.wolvesunion.org/advice/>

**You should read this form carefully and provide all of the information requested.**

**Incomplete complaints will not be considered.**

**SECTION ONE - PERSONAL DETAILS**

|  |  |
| --- | --- |
| **Full Name**  |  |
| **Student Number** |  |
| **Course Title** |  |
| **Contact Address** |  |
| **Contact Telephone Number** |  |
| **Email Address** |  |

**SECTION TWO – HAVE YOU SUBMITTED THE COMPLAINT IN TIME?**

|  |
| --- |
| Are you making this complaint within 3 months of the issue arising? |
| [ ]  Yes [ ]  No\* |
| ***\*If you are making your complaint more than 3 months after the issue occurred, please provide an explanation and supporting evidence which demonstrates a reasonable cause for the delay.*** |

**SECTION THREE - YOUR COMPLAINT**

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| Please give full details of your complaint making specific reference to the evidence you have attached. |
|  |

**SECTION FOUR – YOUR EVIDENCE**

The decision made will be based on all of the available evidence. If you have any supporting evidence please attach this with your complaint.

If you need support in collating this evidence you are strongly advised to contact the Students’ Union Advice and Representation Centre at: <https://www.wolvesunion.org/advice/>

Examples of evidence:

* Correspondence from tutors
* Assessment records
* Course Guides
* e:Vision Helpdesk correspondence
* Records of any meetings
* Invoices

**Please do not send:**

* Original documents, unless we specifically ask you to do so.
* Private or confidential information relating to another person

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| --- |
| Please list the evidence you are providing in support of your complaint. |
|  |

**SECTION FIVE – WHAT OUTCOME ARE YOU SEEKING?**

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| --- |
| In this section you should **clearly** outline the precise outcome that you are seeking from your complaint. If you need further advice on the outcome you are seeking you should contact the Students’ Union Advice and Representation Centre at: <https://www.wolvesunion.org/advice/> |
|  |

**SECTION SIX - PRE SUBMISSION CHECKLIST**

I confirm that I have….

|  |  |
| --- | --- |
| * read the Regulations and Procedure for Student Complaints (available at [*www.wlv.ac.uk/polsregs*](file:///%5C%5CUnv.wlv.ac.uk%5Cdfs1%5CSFS%5CODoSInfo%5CConduct%20and%20Appeals%5CDept%20Reports%5CAnnual%20Report%20for%202010-11%5Cwww.wlv.ac.uk%5Cpolsregs)*),*
 |  |
| * met the deadline to submit my complaint,
 |  |
| * provided details of the reasons for the complaint,
 |  |
| * provided evidence to support my complaint,
 |  |
| * confirmed the outcome I am seeking.
 |  |

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| --- |
| Did you contact the Students’ Union for advice before completing this form? |
| [ ]  Yes [ ]  No\* |
| ***\**** If the answer is no, please provide details of why you did not seek this advice. |

|  |  |
| --- | --- |
| **Signed/Name:** |  |
| **Date:** |  |

**HOW TO SUBMIT YOUR FORM AND EVIDENCE**

**By email (preferred)**

Email the form and copies of any evidence to: conductandappeals@wlv.ac.uk

**Hand deliver to the Conduct and Appeals Unit:**

Conduct & Appeals Unit

3rd Floor MX Building

On arrival please use the internal phone at the end of the corridor to call ext: 2079 or 3062 and we will collect the forms from you.

**By Post:**

Conduct & Appeals Unit,

Registry, University of Wolverhampton

The Housman Building (MX), City Campus Molineux, Wolverhampton, WV1 1AD

**WHAT HAPPENS NEXT?**

You will receive a formal acknowledgment of your complaint. You will normally receive a substantive response within 28 working days.