

# STAGE 1 COMPLAINT FORM

This form must be used for all Stage 1 complaints. Before completing this form please refer to the Queen Mary Complaints Policy for details of how complaints are handled.

You are strongly advised to first seek to resolve your complaint via informal means, as outlined in the Complaints Policy, as many issues can be resolved without the need for a formal complaint. Stage 1 complaint forms should be sent to the Head of School (or their nominee), or to the Head of the relevant professional service (or equivalent).

Please note that there is a separate process for appealing decisions made by Examination Boards, or decisions which are made following disciplinary processes etc. Further information on appeals is available at the following location: <http://www.arcs.qmul.ac.uk/students/student-appeals/appeals/index.html>

Please type or use CAPITALS when completing this form. Please complete **ALL** sections of this form.

## Personal details

Student ID number:	
Title (Mr, Miss, Ms, Mrs, Dr etc.)	
Forename:	
Surname:	
Contact address:	
Telephone number:	
QMUL email address:	
Personal email address:	

Academic School or Institute:	
Programme of study (e.g. BA French):	
Year of study	

## Case details

Please set out in a **separate statement** the main points of your complaint. Please be as concise as possible and only refer to relevant information. Make sure you include all information you wish to be considered and provide documentary evidence to support your points.

## Summary of documentation

Please use the box below to list the documentation you are submitting as part of your complaint. Please also include any documentation which is outstanding and will be supplied within the next 7 calendar days.

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Please be aware that it is a complainant's responsibility to provide evidence in support of their complaint and subsequent documentation shall only be accepted at the discretion of the investigating officer if it forms written proof of points covered in this submission.

### Outcome of your request

Please outline what action you would like to see taken in order to resolve your complaint.

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### Declaration

Declaration I confirm that the information given in this form and any additional documentation which I have provided is true, accurate and correct. I also confirm that I consent to having my personal data processed, by such academic and administrative staff as may be necessary, for the purpose of processing my appeal. My personal data may include, amongst other information, any relevant medical details such as medical information which I have provided as evidence in support of my application for appeal. I also consent to my personal data held by QMUL departments, such as the Disability and Dyslexia Service being processed for the purposes of assessing my appeal.

<b>Signed:</b>	
<b>Date:</b>	

Once completed, this form and all supporting documentation should be submitted to the Head of School (or their nominee), or to the Head of the relevant professional service (or equivalent) that you are complaining about.