

# STAGE 2 COMPLAINT FORM

This form must be used for all Stage 2 complaints. Before completing this form please refer to the Queen Mary Complaints Policy for details of how complaints are handled.

Complaints will not normally be considered at Stage 2 unless they have first been considered at Stage 1, unless the problem is particularly severe and/or urgent, or there is a good reason why the complaint cannot be considered at Stage 1. You must provide a copy of your Stage 1 outcome letter with this form.

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 (0 - 7 or Masters/Research):	

Please indicate the date on which you received the outcome of your Stage 1 complaint and provide a copy of the outcome letter. Please also provide brief details of your reasons for escalating the matter to Stage 2 and the specific reasons for your dissatisfaction with the Stage 1 outcome.

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### 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. **This should include a copy of the notification from the preceding stage of the relevant complaints process.** Please also include any documentation which is outstanding and will be supplied within the next 7 calendar days.

Please be aware that it is a student's responsibility to provide evidence in support of their complaint application and subsequent documentation shall only be accepted at the Academic Secretary's (or nominee) discretion if it forms written proof of points covered in this submission. Additional information not originally provided may be requested by the Academic Secretary at any stage of the investigation.

### Outcome of your request

Please use the box below to outline what action you would like to see taken in the event of a successful complaint.

### 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 Appeals, Complaints and Conduct Office. Please note that this form may be completed and submitted electronically to [appeals@qmul.ac.uk](mailto:appeals@qmul.ac.uk) if sent from your Queen Mary email account and you have signed and dated the form. Forms cannot be accepted from personal email accounts and you will need to submit a signed hard-copy in these instances to the address below:

Appeals, Complaints and Conduct Unit, Room E12, Queens Building, Queen Mary, University of London  
Mile End Road, London, E1 4NS.