

**STUDENT COMPLAINTS FORM**

**STAGE II: FORMAL RESOLUTION**

Please review the [University’s Complaints Policy Non-Academic Related Matters (NARCP)](https://3d50fu3mup51tmdxz3zef8dq-wpengine.netdna-ssl.com/wp-content/uploads/2019/04/Complaints-Policy-Non-Academic-Related-v3.pdf) and/or [Complaints Policy Academic Related Matters (CPAR)](https://3d50fu3mup51tmdxz3zef8dq-wpengine.netdna-ssl.com/wp-content/uploads/2019/02/Complaints-Policy-Academic-Related-v2.pdf) before completing this form. Please **note that it is expected that all complaints will start at Stage I of the Complaints Procedure**. Once you have completed this form, please submit it to the Head/Director of the relevant team (NARCP) or the Dean of School/Head of Support Unit (CPAR).

**SECTION A – YOUR PERSONAL DETAILS**

|  |  |
| --- | --- |
| Last name |  |
| First name |  |
| Richmond ID number |  |
| Address |  |
| Postcode |  |
| Telephone number |  |
| University email address |  |

*All correspondence will be copied to your University email account. For GDPR reasons the university will only use student university email addresses.*

**SECTION B – YOUR ACADEMIC INFORMATION**

|  |  |
| --- | --- |
| Programme |  |
| Level and year of study (for example: undergraduate, third year) |  |

**SECTION C – DETAILS OF YOUR COMPLAINT**

Please set out clearly and concisely what you are complaining about and why. Use the dropdown tab to categorize your complaint.

|  |
| --- |
|  |

Choose an item.

**SECTION D – ACTION TAKEN TO RESOLVE YOUR COMPLAINT AT STAGE I/INFORMATIONAL RESOLUTION**Your complaint will not be considered at Stage II/Formal resolution unless you have first attempted to resolve it at informally (Stage I).

**Please attach any correspondence you had to resolve this issue prior to filing this complaint form.**

**With whom have you discussed your complaint?**

**What action response was given?**

**Why are you dissatisfied with this?**

**SECTION E – YOUR DESIRED OUTCOME**  
Please indicate what you would like in order to resolve your complaint to your satisfaction (e.g. apology).

|  |
| --- |
|  |

**SECTION F – YOUR SUPPORTING DOCUMENTATION**  
Please list below all documents/evidence that you are submitting in relation to your complaint (e.g. relevant emails and documents supporting the issues raised). Your evidence **MUST** be clearly organised and labelled. Please ensure that you add any correspondence and evidence from your initial concerns and the response you received.

**SECTION G – STUDENT DECLARATION**

By signing and submitting this document, along with supporting evidence, you verify that all statements made and documentation provided are true and accurate, and you confirm your agreement to the terms and conditions laid out by the Richmond [Privacy Policy](https://www.richmond.ac.uk/privacy-policy/).

Any student using the complaint process to bring frivolous or vexatious matters to the University’s attention will be subject to disciplinary action. Any student found to have provided fraudulent evidence or falsified a claim will be subject to disciplinary action.

Please note that we can only accept appeals by e-mail if they are sent from your Richmond e-mail address.

The information that I have provided is accurate to the best of my knowledge.

Signature Date

Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

If you have any questions regarding this form, please email [complaints@richmond.ac.uk](mailto:complaints@richmond.ac.uk) for further information.