**STUDENT COMPLAINT Form**

*If this document is not in an accessible format to you, please email* [*complaints@bournemouth.ac.uk*](mailto:complaints@bournemouth.ac.uk) *or contact askBU and we will endeavour to supply the information in a more suitable format.*

*All Fields must be completed prior to submission. Incomplete forms will be returned prior to consideration. If you are re-submitting your form for Review Stage consideration please ensure that you have completed sections 5, 6 and 7.*

*Advice on completion of this form can be obtained from SUBU Advice (email* [*subuadvice@bournemouth.ac.uk*](mailto:studentadvice@bournemouth.ac.uk) *or phone + (0) 1202 965779) or askBU (email* [*askBUstudents@bournemouth.ac.uk*](mailto:askBUstudents@bournemouth.ac.uk) *or phone + (0) 1202 969696).*

*If your IT account has been deactivated following withdrawal from the university, please contact IT services on + (0) 1202 965515 or 0800 196 2332, or via the service portal or live chat function to make your request:* [*https://www.bournemouth.ac.uk/students/learning/it-information/need-it-help*](https://www.bournemouth.ac.uk/students/learning/it-information/need-it-help)

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| **1. Student/Apprentice Details** | | | |
| **Surname** |  | | |
| **First name** |  | **Student ID number** |  |
| **Faculty** |  | | |
| **Programme** |  | **Level**  **(Foundation/4/5/P/6/7))** |  |
| **Who have you contacted already about the issues you are going to raise in this complaint?**  **If you have already attempted to resolve the complaint through informal means please provide dates and outcomes.**  ***If you have not already done so, we recommend that you contact either your Programme Support Officer, Unit or Programme Leader, SUBU advice or askBU, before submitting your appeal to get further advice about the process and to see if it can be resolved informally*** | |  | |

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| **2. Complaint Details** | | | | |
| **Please confirm if you are submitting an Academic or a non-Academic Complaint - Please tick** | | | | |
| **Academic Complaint** (for example regarding: teaching, programme provision, supervision, assessment, grades, progression) |  | | **Non-Academic Complaint** (for example support services, facilities, welfare and accommodation, finances, resources) |  |
| **Date(s) event occurred** (if ongoing please state start date and ‘ongoing’) | | |  | |
| **Please provide the detail of your complaint** |  | | | |
| **Please indicate, without prejudice, what outcome or further action you are seeking** |  | | | |
| **3. Formal Stage Evidence** | | | | |
| **Evidence Submitted in support of your complaint**  Please list all additional documentation you are submitting in support of your Complaint.  If there is little or no evidence to support a Complaint it may be difficult to investigate it fully and reach a satisfactory conclusion.  In exceptional circumstances and where the character of the Complaint is of a more general nature specific documented evidence to support the Complaint may not be available. In this situation students should make sure they provide as much detail in their form as possible and may use this space to describe why they feel there is no supporting evidence. | |  | | |
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| **4. Formal Stage Declaration and check list** | | | | |
| By signing and dating below you are confirming that you have read and understood the following:   * If you wish to be represented and involve formal Third Party Representation, you must submit the relevant forms to confirm this. Please refer to *11L – Third Party Involvement: Procedure* for further details. * The University enters into communications with students in good faith and expects the same from our students in return. Any false declaration, fraudulent evidence received and/or dishonesty is taken extremely seriously by the University and could result in disciplinary action (under *11K-Student Disciplinary Procedure*) and in very serious instances, may lead to expulsion from the University. * The University reserves the right to check the authenticity of any submitted documents and evidence. * The University will collate and consider additional evidence in relation to your complaint. This information will be handled in accordance with the relevant Data Protection Policy. * Any evidence provided that contains the personal data of a third party is received by the University on the understanding that the student submitting this has gained approval from the third party for submitting this and for the University to handle and process this in line with the relevant Data Protection Policy.   I declare that the information given in this form and the accompanying evidence is, to the best of my knowledge, true and complete. I will be willing to answer further questions relating to the statements and/or the evidence that I have provided. | | | | |
| **Signed (typed signatures emailed from a university email account are acceptable)** |  | **Date** |  | |
| **Student/Apprentice checklist (please tick to confirm)** | | | | |
| I have read and understood 11F – Student Complaints: Policy and Procedure | | | |  |
| I have submitted this Complaint within 28 working days of the event or events occurring | | | |  |
| I have provided all information required within the form | | | |  |
| I have submitted relevant evidence to support my Complaint | | | |  |
| I have read and understood the information outlined in the Declaration and signed and dated this form. | | | |  |
| **Complaints regarding Academic matters or issues within your Faculty should be directed to the Faculty Education Services Manager. The contact details for each faculty’s Education Service Manager can be found** [**here**](https://www.bournemouth.ac.uk/students/help-advice/looking-support/making-complaint)**.**  **Complaints relating to specific Services should be directed to the relevant Head of Service. Please email** [**complaints@bournemouth.ac.uk**](mailto:complaints@bournemouth.ac.uk) **if you need advice on who to direct your complaint to at Formal Stage.**  **You will receive confirmation of receipt within 5 working days.**  **We will aim to respond to your complaint within 20 working days of the receipt of all required details, including your form and relevant evidence. Day 1 of the 20 working days will be the first full working day after receipt.**  **NB: The University defines a ‘working day’ as Monday to Friday excluding Bank Holidays and other days when the University is closed.** | | | | |

*ONLY COMPLETE THIS SECTION IF YOUR COMPLAINT HAS ALREADY BEEN CONSIDERED AT THE FORMAL STAGE*

*When requesting that your complaint be reviewed following the Formal Stage outcome, you should only complete the section below and* ***must not change or update information in any of the sections above****.*

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| **5. Additional Review Stage Complaint Details** | |
| **Date Formal Stage Outcome received** |  |
| **Formal Stage Outcome** |  |
| If you are dissatisfied with the outcome of the Formal Stage, you may request a review of your complaint on the following grounds. **Please tick all that apply and provide a supporting statement explaining how your request meets each of the grounds you have selected**  Please note: if your complaint does not fall within any of the grounds listed, then your complaint will be rejected. The  Review Stage will not consider the issues raised in the original complaint afresh nor involve a further investigation. New  points of complaint, including additional grounds, may not be raised at the Review Stage | |
| 1. I consider there to have been material irregularities in the application of the University’s policies and procedures for considering my complaint at an earlier stage of the process. | Yes / No |
| [Please provide information to explain how your request meets the ground] | |
| 1. I am providing new and relevant evidence in support of my complaint which, for valid reason, I had not been able to supply at an earlier stage of the process. | Yes / No |
| [Please provide information to explain how your request meets the ground] | |
| 1. The outcome of the Formal Stage is deemed to be unreasonable under the circumstances. | Yes / No |
| [Please provide information to explain how your request meets the ground] | |

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| **6. Review Stage Evidence** | |
| **You are not required to re-submit evidence listed above in support of your Formal Stage Complaint, however, if you have additional evidence in support of your complaint please list out all additional documentation you are submitting, and an explanation of why it was not available at an earlier stage in the process** |  |
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| **7. Review Stage Declaration and check list** | | | |
| By signing and dating below you are confirming that you have read and understood the following:   * If you wish to be represented and involve formal Third Party Representation, you must submit the relevant forms to confirm this. Please refer to *11L - Third Party Involvement: Procedure* for further details. * The University enters into communications with students in good faith and expects the same from our students in return. Any false declaration, fraudulent evidence received and/or dishonesty is taken extremely seriously by the University and could result in disciplinary action (under *11K - Student Disciplinary: Procedure*) and in very serious instances, may lead to expulsion from the University. * The University reserves the right to check the authenticity of any submitted documents and evidence. * The University will collate and consider additional evidence in relation to your Complaint. This information will be handled in accordance with the relevant Data Protection Policy. * Any evidence provided that contains the personal data of a third party is received by the University on the understanding that the student submitting this has gained approval from the third party for submitting this and for the University to handle and process this in line with the relevant Data Protection Policy.   I declare that the information given in this form and the accompanying evidence is, to the best of my knowledge, true and complete. I will be willing to answer further questions relating to the statements and/or the evidence that I have provided. | | | |
| **Signed (typed signatures emailed from a university email account are acceptable)** |  | **Date** |  |

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| **Student/apprentice checklist (please tick to confirm)** | |
| I have read and understood 11F - Student Complaints: Policy and Procedure |  |
| I have submitted this Complaint within 10 working days of the Formal Stage response |  |
| I have provided all information required within the form |  |
| I have submitted relevant evidence to support my Complaint |  |
| I have read and understood the information outlined in the Declaration and signed and dated this form. |  |
| **Review Stage Complaints should be emailed directly to** [**complaints@bournemouth.ac.uk**](mailto:complaints@bournemouth.ac.uk) **within 10 working days of the Formal Stage response being sent to you.**  **Your Complaint will then be allocated to either Academic Quality (Academic Complaints) or Student Services (Non-Academic Complaints).**  **You will receive confirmation of receipt within 5 working days.**  **We will aim to respond to your complaint within 20 working days of the receipt of all required details, including your form and relevant evidence. Day 1 of the 20 working days will be the first full working day after receipt.**  **NB: The University defines a ‘working day’ as Monday to Friday excluding Bank Holidays and other days when the University is closed.** | |