

## STUDENT COMPLAINTS FORM (Formal Stage)

You should complete this form if you want to formally raise concerns related to academic matters but not academic results, the University's action or lack of action, or about the standard of service provided by or on behalf of the University.

Before completing this form and beginning formal procedures, you should first have attempted to resolve the matter informally (also referred to as early resolution). Support and advice is available from a number of sources – try speaking to your tutor, personal tutor, or supervisor. Student Services and/or the Students' Union Advice Centre will also provide confidential and independent advice.

To begin the formal procedure, complete this form as indicated in each section. You will need to provide details of your attempts at early resolution and attach all evidence relevant to your complaint. If you have any concerns or queries about filling in the form, the people mentioned above will be pleased to discuss these with you.

### SECTION A – YOUR PERSONAL DETAILS

|   |  |           |  |
|---|--|-----------|--|
| Full Name   |  |           |  |
| Student Number  |  |           |  |
| Preferred address for postal correspondence   |  |           |  |
|   |  |           |  |
|   |  |           |  |
|   |  | Post Code |  |
| Telephone number  |  |           |  |
| Email address   |  |           |  |
| <p><b>NOTE:</b> Acknowledgement of receipt of your form and any progress updates will be sent to your University of Suffolk email address, and copied to the address provided above.</p> <p>If the contact details above are different to those held by the University please update your contact details as soon as possible on OASIS.</p> |  |           |  |

### SECTION B – YOUR COURSE DETAILS (if applicable)

|                               |  |
|-------------------------------|--|
| Faculty/Department or College |  |
| Course title                  |  |
| Level/Year of study           |  |
| Full-time or Part-time        |  |

**SECTION C – YOUR COMPLAINT**

**C1: What does your complaint relate to?** *Please provide details of your complaint*

**C2: What attempts have you made at early resolution?**

**Please provide below details of the action you have taken to try to resolve your complaint informally.**

**C4: How would you like your complaint to be resolved?**

**SECTION D – SUPPORTING EVIDENCE**

**Please list below the evidence you are attaching to support your complaint**

|  |
|--|
|  |
|--|

**SECTION E – DECLARATION**

I confirm that the information given on this form and in supporting documents is true to the best of my knowledge and belief.

I agree that my complaint may be disclosed to relevant members of the University to the extent necessary for its consideration.

I authorise the reviewer(s) of this complaint to consider this form and any relevant information held by the University to the extent necessary for the consideration of complaint.

|        |  |
|--------|--|
| Signed |  |
| Date   |  |

***Where to submit your formal complaint***

Once completed, this form and your supporting evidence should be submitted to the Office for Student Appeals, Complaints and Conduct (OSACC)

Email: [osacc@uos.ac.uk](mailto:osacc@uos.ac.uk)

Post: Office for Student Appeals, Complaints and Conduct  
 University of Suffolk  
 Waterfront Building  
 Neptune Quay  
 IPSWICH, IP4 1QJ

For more information about complaints and how your complaint will be processed, please see the Student Complaints Procedure and associated guide on MySuffolk.