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**THE UNIVERSITY OF MANCHESTER**

**Student Complaints Form**

The completion and submission of this form initiates a request for a formal investigation of your complaint under Regulation XVIII: Student Complaints Procedure (<https://documents.manchester.ac.uk/display.aspx?DocID=1893>) and it should be submitted in accordance with that Procedure. A Basic Guide to Student Complaints is also available at <https://documents.manchester.ac.uk/display.aspx?DocID=23875>

You should only complete the form if either (a) you are unhappy with the way your complaint has been handled informally or (b) you feel that the substance of the complaint is such that attempted informal resolution is inappropriate. All sections of the form should be completed in as much detail as possible.

If you want help or advice in making your complaint you can contact the Students’ Union Advice Service (<https://manchesterstudentsunion.com/advice>). If your complaint concerns bullying, harassment, discrimination or victimisation you may wish to consult a Harassment Support Advisor who can provide information on this Procedure and the support that is available (<https://www.reportandsupport.manchester.ac.uk/support/harassment-support-advisors>).

**This Complaints Form should be submitted to your Faculty Office within 40 working days of the events or actions (or lack of actions) which prompted the complaint. Faculty e-mail addresses are below.**

Faculty of Science and Engineering: [fseappealsandcomplaints@manchester.ac.uk](mailto:fseappealsandcomplaints@manchester.ac.uk)

Faculty of Humanities: [humappealsandcomplaints@manchester.ac.uk](mailto:humappealsandcomplaints@manchester.ac.uk)

Faculty of Biology, Medicine and Health: [fbmhappealsandcomplaints@manchester.ac.uk](mailto:fbmhappealsandcomplaints@manchester.ac.uk)

1. **About You**

|  |
| --- |
| Full Name: |
| ID Number: |
| Faculty: |
| School: |
| Programme of Study: |
| Year of Study: |
| University E-mail: |
| Alternative E-mail: |
| Is this a group complaint? Yes/No |

**Note:** For a group complaint, by submitting this form you are confirming that you are the group leader. In such cases, you must provide a list of complainants with the form, along with evidence that they have consented to be part of the group and for you to act as group leader (for example, e-mails from each of the group members confirming this). We will usually only issue one outcome letter in response to the complaint and it will be for you to communicate the outcome to the rest of the group.

1. **About Your Complaint**

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| a. Please set out the details of your complaint, including dates of incidents or events if appropriate, and enclosing copies of any relevant documents that you wish to be taken into account. Evidence will not be accepted at later stages of the Procedure except if requested from the case handler or without a credible and compelling explanation for its late provision. |
| b. Please explain what steps you have taken to try and resolve your complaint informally and attach copies of any relevant correspondence and the names of individuals with whom you have raised the complaint. If you have not attempted to address your complaint informally please provide the reason why. |
| c. Please explain why you are not satisfied with the response you have received at the informal stage, if applicable. |
| d. Please indicate what outcome or further action you are seeking in resolution of your complaint. |

**Declaration:**

I declare that the information given in this form is true and that I have consulted the Student Complaints Procedure before completing the form.

**Signed: Date:**

*(An electronic signature is acceptable)*

Notes:

1. The University will have due regard towards maintaining confidentiality in relation to your complaint but, in order for it to be considered fully, the content will need to be disclosed to members of staff who are involved in putting the Procedure into effect e.g. the Faculty, Division of Student and Academic Services, as well as individual(s) whose input may be required to respond to the issues you have raised e.g. the person(s) to whom the complaint relates, your School, the Disability Advisory and Support Service etc. By signing the declaration above you are consenting to the disclosure and sharing of information relevant to the complaint within the University at all stages of the Procedure.
2. If your complaint relates to the service or treatment you have received from an office or department outside the Faculty, it may be forwarded to the appropriate area for investigation.
3. The Student Complaints Procedure is only available for students registered for programmes of study at the University, inclusive of recently registered students for complaints concerning pre-graduation grievances (please note the submission timescale above). A complaint submitted by a third party will not be accepted unless accompanied by written authorisation from a student. Anonymous complaints will not be accepted under this Procedure.