

## Regulations Governing Student Complaints

### Stage 2 Student Complaint Form

This form is to be completed under the **Formal Procedure: Stage 2** and should be sent to the relevant Dean of Faculty /Director of Service within 20 working days of date of the response at the preliminary stage.

In completing this form please refer to the Regulations Governing Student Complaints <http://www.calendar.soton.ac.uk/sectionIV/student-complaints.html> and the guidance notes attached to this form. You are strongly encouraged to seek advice from the SUSU Advice Centre. Email [advice@susu.org](mailto:advice@susu.org) or telephone 023 8059 2085.

Please do not complete this form unless you have completed the preliminary process at stage 1.

#### Section 1: About you

<b>Student ID number</b>				
<b>First Name</b>			<b>Title</b>	
<b>Surname</b>				
<b>Address for correspondence</b>				
<b>Telephone contact</b>				
<b>Email contact</b> (please use University email address if possible)				
<b>Faculty</b>				
<b>Year of study</b>				
<b>Programme of study</b>				
<b>Date you first enrolled on your programme of study</b>				
<b>Year of regulations under which complaint is made</b> (Please see attached guidance note)	Current Year	Tick ✓	Regulations in force at date of registration	Tick ✓
<b>If not using current regulations please explain substantial disadvantage</b> (see attached guidance notes)				

## Section 2: Your Complaint

### 2.1 Issues raised, preferred outcome and supporting evidence

(If your complaint or related concern involves more than one issue please number them and relate each issue to the preferred outcome you are seeking with the supporting evidence)

Please list specific issues which you would like investigated	Preferred Outcome	Please list evidence you wish to submit. (Please number the attached evidence clearly)

### 2.2 Preliminary steps already taken

If you have not completed the preliminary stage (stage 1) of the process, please contact the relevant Faculty or Service to raise your concerns with them. It is University policy to resolve all concerns at the preliminary stage where possible. If for some reason you are unable to raise your concerns at the preliminary stage, please contact the SUSU Advice Centre or the Head of Academic Appeals and Student Complaints [appealsandcomplaints@soton.ac.uk](mailto:appealsandcomplaints@soton.ac.uk) for advice on how to proceed.

Please tick to confirm that you have tried to resolve the issue(s) at the preliminary stage.	Tick <input checked="" type="checkbox"/>		Date	
Please explain what steps you have taken to resolve your concerns informally	Please indicate the <u>person</u> who has responded to you and the <u>date</u> of the response		Please indicate why you are not satisfied after the preliminary stage	

**Section 3: Other communication**

**3. If you have written a formal letter stating your complaints or related concerns to anyone else in the University please indicate their names below.**  
Please provide a copy of the letter/e-mail sent to them, together with their respective response if any.

Name	Copied <input checked="" type="checkbox"/>

**Section 4: Declaration**

**I declare that the information given in this form is true to the best of my knowledge and that I would be willing to answer further questions relating to it if necessary.**

<b>Student Signature:</b> (Please print name if completing electronically)		<b>Date:</b>	
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**The Faculty / Service MUST complete the following box and forward copies of the form to the Faculty Education Manager/Service Manager**

<b>Date form Received by Faculty or Service</b>	
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## Guidance notes

### Completion of Stage 2 Student Complaint Form

#### Section 1: About you

- **Student ID number**– enter your University ID number which can be found on your ID card
- **Name** – enter your full name
- **Address for correspondence** – Address you wish to be contacted at
- **Telephone contact** – enter all telephone numbers we may use to contact you e.g. Home, mobile/cell
- **Email contact** – Ideally this should be your university email address
- **Faculty**– enter the name of the Faculty you are enrolled to study in
- **Year of study** – enter the year you are currently in e.g. 1<sup>st</sup>, 2<sup>nd</sup>
- **Programme of study** – enter the title of the programme you are studying
- **Date you first enrolled on your programme of study** – enter the month and year e.g. October 2012 in which you started your programme
- **Year of regulations under which complaint is made** – Please tick to confirm if you are using the current Complaint Regulations, or those in force at the time you first registered. As explained in the Student Handbook, each year the University reviews and improves its regulations in order to provide clear robust procedures which are student centred with the intention that all student complaints will be processed according to the regulations which have been approved for the current year. You may apply to use the Complaints Regulations in force when you first registered for your programme only if you can demonstrate that you will be substantially disadvantaged by having to use the current Complaints Regulations.
- **If not using current regulations please explain substantial disadvantage** – If you are using the current regulations then leave this box blank. If you are using the regulations in force at the time you registered, you must explain here why you believe you would be substantially disadvantaged by using the current regulations

#### Section 2: Your Complaint

##### 2.1 Issues raised, preferred outcome and supporting evidence

Please list all of the issues you would like to raise and explain your preferred outcome (what you would like to happen). List all of the supporting evidence you are providing. You should number each of the items on the list and write the corresponding number on each document

##### 2.2 Preliminary steps already taken

It is University policy to resolve all concerns at the preliminary stage where possible, therefore you must complete the preliminary stage (stage 1) of the procedure before progressing to the formal stage (stage 2). If you have not done so, please contact the relevant Faculty or Service to raise your concerns with them. If for some reason you are unable to raise your concerns at the preliminary stage, please contact the SUSU Advice Centre or the Head of Academic Appeals and Student [Complaintsappealsandcomplaints@soton.ac.uk](mailto:Complaintsappealsandcomplaints@soton.ac.uk) for advice on how to proceed.

Please tick and date to confirm that you have tried to resolve your complaint at the preliminary stage. Give details of the steps you have taken, including details of any correspondence and/or meetings. Give the name of the person(s) who responded to your complaint at stage 1 and the date of their response. Explain why you remain dissatisfied following the preliminary stage.

#### Section 3: Other Communication

Occasionally students may send letters or emails of complaint to other offices or members of staff, in addition to submitting the 'Stage 2 Student Complaint Form'. If you have done this, please provide details of who you have written to and provide copies of your correspondence and any replies you have received. This helps to ensure that the complaints process runs smoothly without any duplication or confusion.

#### Section 4: Declaration

Sign and date the form to declare that the information you have given is true to the best of your knowledge and that you are willing to answer further questions relating to it if necessary.