**Notification of Formal Student Complaint – Stage 2**

This formal complaint form should only be used when you have tried to resolve the problem directly with the person or persons concerned and are dissatisfied with the outcome (Stage 1 – Early Resolution). **You must include information about the early resolution stage (who you spoke to, what the outcome was etc.) with this form and include any other relevant documents, e.g. attach copies of email correspondence etc.** Note: Anonymous complaints will not be considered.

* Refer to our [Complaints](https://bucks.ac.uk/students/academicadvice/resolving-problems/complaints) pages for a link to the full *Student Complaints process* and associated guidance
* **Complete the form in full**, supplying all appropriate **evidence to support the grounds** for your complaint. All forms are available at the above webpages
* **Submit** the form by email to [resolution@bucks.ac.uk](mailto:resolution@bucks.ac.uk) ASAP and **within three months** of the issue arising, regardless of whether or not it has been considered under the Early Resolution stage.

# Personal Information

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| **Surname:** |  | | |
| **First name:** |  | | |
| **Student ID:** |  | | |
| **Email address:** |  | | |
| **Contact Telephone:** |  | | |
| **Are you registered with the University’s Disability Service?** | | **Yes** | **No** |

# Complaint Information

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| **Date of Submission:** |  | |
| **Course Name:** |  | |
| **Year of Study:** |  | |
| **Have you completed Stage 1 – Early Resolution** | **Yes** | **No** |
| If your answer is No, please contact the Student Resolution Manager ([**resolution@bucks.ac.uk**](mailto:resolution@bucks.ac.uk)) or SU Advice Centre ([**suadvice@bucks.ac.uk**](mailto:suadvice@bucks.ac.uk)) before proceeding. | |

# What can I complain about?

You can complain about your experience as a student including:

* Failure by the University to meet obligations including those outlined in course/student handbooks or the Learning Partnership Agreement.
* Misleading or incorrect information in prospectuses or promotional material and other information provided by the University
* Concerns about the delivery of a programme, teaching or administration
* Poor quality of facilities, learning resources or services provided by the University
* If you feel you have been bullied, harassed or discriminated against

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| **Please summarise the main points of your complaint below (add additional lines as necessary):** |
| **1.** |
| **2.** |
| **3.** |
| **4.** |
| **5.** |

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| **Details of your complaint:** (continue on a separate sheet if necessary, please try to use clear language, use bullet points and use only factual information) |
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| **Please list any supporting evidence (witness statements, emails etc). Please number and attach.** |
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# Preferred Outcome

Please indicate your preferred outcome if your complaint is upheld. Note: This will depend upon the relevant regulations and may not be possible.

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# Additional Guidance for Students

There are some things you can’t complain about using these procedures:

* The process or results of the assessment of academic work - instead use the Academic Appeals process.
* Concern or dissatisfaction about a decision made under another regulation, such as academic misconduct, disciplinary or fitness to practise
* Accusing another student of misconduct (not academic misconduct) – in that case the allegation will be dealt with under the Student Disciplinary procedures.
* If an employee of the University is accused of misconduct – in that case the allegation will be dealt with under the Employee Disciplinary Procedures.
* Any complaint regarding the services provided by the employer of degree or higher degree apprentices should be referred direct to the employer.

Please see the [Academic Advice](https://bucks.ac.uk/students/academicadvice) pages for more information about the range of options available to you.

## Advice and support

* You are strongly recommended to contact the **Students’ Union Advice Centre**, as they will be able to support and advise you in making a complaint. You can contact them at either the High Wycombe or Uxbridge Campus offices. For more information about services and opening times, visit their [webpages](http://www.bucksstudentunion.org/support/advice), email [SUAdvice@bucks.ac.uk](mailto:SUAdvice@bucks.ac.uk) or call 01494 603016.
* The **Student Resolution Manager** will also be able to provide information on how the complaints process works. You can contact them on [resolution@bucks.ac.uk](mailto:resolution@bucks.ac.uk) / 01494 522141 x4294.
* The University does **not** allow formal legal representation as part of its internal complaints process.

## What happens next?

* The Student Resolution Manager will conduct an initial review of the complaint to confirm whether it can be accepted for investigation. If the complaint cannot be accepted, you will be informed, with full reasons why, and advice on any further action they may take.
* If the complaint is accepted the Student Resolution Manager will refer the complaint to a Complaint Manager who has had no previous involvement in the subject matter of the complaint, who will then appoint an Investigating Officer as soon as possible.
* Within 48 hours of the referral the Investigating Officer will contact you to confirm the main issues detailed in the complaint, and confirm the expected outcome date – usually within 15 working days of starting the investigation.
* During the investigation, the Investigating Officer may hold meetings with all or any of the parties involved in the matter. An agreement of the outcome may be made at the end of the meeting. In some circumstances the Investigating Officer will wish to make further investigations, in which case, he/she will confirm to you when the outcome is likely to be known.
* On receipt of the investigation report the Complaint Manager will consider the case and make a decision whether or not to accept the findings. A formal response will be sent to you within 5 working days.