# University of Bradford

## Student Complaints Procedure – Formal Stage

|  |  |
| --- | --- |
| **You must submit this Form to** [**Student**](mailto:%20complaintsandappeals@bradford.ac.uk) **Casework Team together with a detailed letter of complaint and supporting evidence.**  Advice on completion of the form can be obtained from the Students’ Union or Student Financial and Information Services by contacting [ubu-advice@bradford.ac.uk](mailto:ubu-advice@bradford.ac.uk), or Telephone (01274) 233300  **PLEASE COMPLETE IN BLOCK CAPITALS OR TYPE.** | |
| **Personal Details** | |
| Full Name: |  |
| UB Number: |  |
| Programme and Stage: |  |
| Stage of programme to which the appeal relates (for students of the University only) e.g. First, Second, Third: |  |
| Address for correspondence in connection with the complaint: |  |
| Postcode: |  |
| Telephone number: |  |
| Email address (students of the University should provide their UoB email address: |  |
| Specify your preferred means of communication: |  |

|  |
| --- |
| Outline of Complaint, including dates of actions (please use additional sheets if necessary): |
|  |
| Have you tried to resolve the complaint within the Faculty/department your complaint is in relation to (via the Early Resolution Stage)? If so, who did you contact? Please explain why you were not satisfied with the response you received? |
|  |

|  |
| --- |
| Please indicate, without prejudice, what outcome or further action you are expecting: |

**Please Note**:

As part of the investigation of your complaint, any member of staff mentioned will be made aware of the complaint, as will the Head of the Academic or Service Department involved.

**If you have written a formal letter of complaint to anyone else in the University please indicate names and / or let us know whether you intend to copy this to anyone else.**

You may consult the Student Union Advice Centre for assistance in making your complaint.

If you are a disabled student and require support or assistance in making this complaint or support during the progress of this complaint, please contact the Disabilities Service.

|  |  |
| --- | --- |
| **Declaration** | |
| I declare that the information given in this form is true and accurate to the best of my knowledge. I am willing to answer further questions relating to this matter if required. | |
| **Signed:** |  |
| **Date:** |  |

You should submit your Formal Stage Complaint to the Student Casework Team via [complaintsandappeals@bradford.ac.uk](mailto:complaintsandappeals@bradford.ac.uk)

For full details of the Student Complaints Procedure, please visit the following link: <http://www.bradford.ac.uk/student-academic-services/breaches-appeals-complaints/complaints/Student-Complaints-Procedure-V3.pdf>

Last updated September 2017