

DEPARTMENT OF CORPORATE AFFAIRS

UNIVERSITY COMPLAINTS PROCEDURE: FORMAL COMPLAINT FORM

Please read the enclosed leaflet or the full procedure on the University's website before you complete this form. You must have tried to resolve your complaint with the faculty or department concerned before making a formal complaint to the University. If you do not complete all parts of the form or fail to enclose all relevant documents the investigation into your complaint may be delayed.

YOUR DETAILS

SURNAME (family name)		TITLE (eg Miss, Mrs, Mr etc)
FORENAMES (given names)		
DMU STUDENT ID (current and former students)		
NAME OF COURSE		
ADDRESS FOR CORRESPONDENCE (include postcode)		
DAYTIME PHONE		
EMAIL ADDRESS		

YOUR REPRESENTATIVE

If you have asked someone else to complain on your behalf please give details below. The University will not communicate with any third party without your written permission.

NAME AND TITLE	
STATUS (eg parent, union representative, solicitor)	
ADDRESS FOR CORRESPONDENCE (including postcode)	
DAYTIME PHONE	
EMAIL ADDRESS	

YOUR COMPLAINT

Please briefly set out below the main points of your complaint. If you need more space, continue on the back of the form or a separate sheet of paper, which you must attach securely to this form. The complaints process can not be used for making appeals against assessment board decisions. If your complaint appears to be an academic appeal it will be referred to the Academic Registrar for consideration.

SUPPORTING DOCUMENTS

You must enclose copies of the following documents with your complaint:

- A chronology listing in date order all letters, telephone calls and meetings that are relevant to your complaint.
- A copy of any rules and regulations which you believe apply to your complaint or details of where these can be found (eg a web address).
- A signed statement from anyone who can provide evidence relevant to your complaint.
- Copies of all documents or other information to which you refer in your complaint.

WHAT HAVE YOU DONE SO FAR?

Explain briefly what steps you have taken in the relevant faculty or support department to resolve your complaint and why you are not happy with their response. If you have not tried to resolve your complaint in the faculty or department concerned it will be referred to the relevant Dean or Head of support department for consideration.

WHAT WOULD YOU LIKE DONE ABOUT YOUR COMPLAINT?

Explain briefly what you might consider to be a satisfactory resolution to your complaint.

AUTHORITY FOR THE COMPLAINTS AND STUDENT CONDUCT MANAGER TO INVESTIGATE YOUR COMPLAINT

I would like the Complaints and Student Conduct Manager to investigate my complaint. I understand that the Complaints and Student Conduct Manager may need to:

- handle personal details about me, which could include sensitive information (for example, relating to health matters), in order to deal with my complaint effectively
- exchange information about my complaint with other persons and organisations (for example, to find out important facts relating to my complaint).

Sign below, even if you have appointed someone else to complain on your behalf.

I believe that the facts stated in this complaint are true.

Signature Date

Return the completed form together with any attachments and supporting documents to:

**The Complaints and Student Conduct Manager
Department of Corporate Affairs
De Montfort University
The Gateway
LEICESTER
LE1 9BH**

Please keep a copy of this form and any documents you send with it for your own reference.

MAIN POINTS OF COMPLAINT continued