

# Student Complaints Form

## The Formal Stage



<p><b>Please ask at a Student Services Advice Centre at the address below if:</b></p> <ul style="list-style-type: none"> <li>You wish to receive this form in a different format</li> <li>You have any questions regarding your complaint or the process</li> </ul>	<p>Our reference and receipt date:</p> <p style="text-align: right;">(office use only)</p>
<p><b>We suggest you read the Scheme rules before you complete this form</b></p>	
<p><b>When you have completed the form:</b></p> <p>Send it to the <b>Student Appeals and Complaints Manager, Quality Standards and Assessment Department, University for the Creative Arts, Falkner Road, Farnham, Surrey, GU9 7DS.</b> Please mark the top left of your envelope 'Complaints Form Enclosed'.</p>	

### UCA Canterbury

New Dover Road  
Canterbury  
Kent CT1 3AN

01227 817302

**advicecant@  
ucreative.ac.uk**

### UCA Epsom

Ashley Road  
Epsom  
Surrey KT18 5BE

01372 728811

**adviceeps@  
ucreative.ac.uk**

### UCA Farnham

Falkner Road  
Farnham  
Surrey GU9 7DS

01252 722441

**advicefarn@  
ucreative.ac.uk**

### UCA Maidstone

Oakwood Park  
Maidstone  
Kent ME16 8AG

01622 620000

**advicemaid@  
ucreative.ac.uk**

### UCA Rochester

Fort Pitt  
Rochester  
Kent ME1 1DZ

01634 888702

**adviceroch@  
ucreative.ac.uk**

[www.ucreative.ac.uk](http://www.ucreative.ac.uk)

### Your details

Family name	
Title	
Given name	
Occupation	
Date of birth	
Address for correspondence (include postcode)	
Daytime phone	
Fax	
Email address	<p>Should we wish to do so, may we communicate with you by email?</p> <p>No <input type="checkbox"/> Yes <input type="checkbox"/></p>

## Student Complaints Form

Details of the campus or department you are complaining about

Name of campus or department	
Which campus does your complaint concern?	
Which element / area of the University or department / service does your complaint concern?	

Please outline what has already taken place as a result of informal complaints  
Please include **dates** and **staff** from the University who were involved in those discussions

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Brief summary of your complaint (50 words maximum)  
You might wish to use bullet points to highlight the main aspects

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Student Complaints Form

What resolution are you seeking?

Your complaint

Please set out below the main points of your complaint, including why you consider the earlier informal attempts to resolve are unsatisfactory to you.

If you need more space, please continue on a separate sheet of paper

## Student Complaints Form

### Your registration status

Name of course you are/were registered on	
Campus address for the course you are/were registered on (if not the campus you are complaining about)	
Type of course i.e. undergraduate, postgraduate, short course	

When were / are you registered with the University? (What is your completion date?)		Day	Month	Year
	From			
	To			

### If you have any of the following documents, please include them with your complaint:

- A chronology listing in date order all letters, phone calls and meetings that are relevant to your complaint.
- A copy of all relevant correspondence and other documentation.  
**For example if you believe you have had less lectures than the handbook for your programme shows, please include a copy of the handbook or the relevant section or a clear reference to the document title, edition, year, and page number.**
- A signed statement from any third party who can provide evidence related to your complaint.

### Authority for the Student Appeals and Complaints Manager to arrange for the investigation of your complaint

I would like the Student Appeals and Complaints Manager to consider my complaint and request the relevant department or campus investigate. I understand that:

- You will send a copy of this form to the department/campus I am complaining about.
- You will need to handle personal details about me, which could include sensitive information in order to deal with my complaint effectively.
- You may publish examples of where things can go wrong, based on real cases, but you will always respect and keep my personal information confidential save as is necessary to deal with any complaint as is set out.

### SIGN HERE

I agree to the above and confirm that I believe the facts stated in this application are true, I am aware of the regulations regarding vexatious, malicious or frivolous complaints.

(Even if you have appointed someone else to complain to us on your behalf).

Signature \_\_\_\_\_

Date \_\_\_\_\_

I am enclosing the following:

- An account of the earlier stages of the complaint investigation (informal stage)
- Chronology and copies of the relevant letters, notes and other supporting documents
- Copy of relevant third party statements

I have:

- Addressed the complaint form to the Student Appeals and Complaints Manager at Farnham
- Marked the envelope 'Complaints Form Enclosed'
- Kept a copy of this form and all documentation I have sent as I will not receive the originals back.

**Please return the completed form together with supporting documentation to the addresses shown on page one of this form**