

University of Essex
Complaints Policy for Applicants
Formal complaint form

In accordance with the University's Complaints Policy for Applicants www.essex.ac.uk/quality/university_policies/Admissions/default.asp this form should be used by applicants who would like to submit a formal complaint about a procedural irregularity in the University's admission process, procedures or policies.

Please read the University's Complaints Policy for Applicants before submitting the form below. Please note that we may be unable to consider an inappropriate or incomplete submission.

Section 1: Applicant Details

Surname:	
First Name(s):	
Applicant number e.g. UCAS Personal ID number: (if appropriate)	
Course(s):	

Applicant's contact details

(If different to those on the application, or if an application has not been sent yet)

Email:	
Mobile Phone:	
Telephone (Daytime):	
Address and Postcode:	
Are you completing this form on behalf of someone else? (If yes, please complete section 2 below. If no, please continue to section 3)	Y / N

Section 2: Your Details (if you are submitting on behalf of the applicant)

If you are completing this form on behalf of someone else, please provide your details below. Please also provide written consent from the applicant alongside this form.

Surname:	
First Name(s):	
Email:	
Contact Telephone:	
Address and Postcode:	

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Section 3: Your Complaint

Please provide details of your complaint below. (Please only provide relevant information in relation to your complaint but please continue on separate sheets if necessary)

Are you submitting any evidence or additional documentation alongside this form?	
Y / N	
If yes, please list the evidence you wish to submit	

Have you already discussed your complaint informally with the Head of Undergraduate or Graduate Admissions?	
Y / N	
If yes, please provide details of the steps you have taken to resolve your complaint with the relevant Head of Admissions and indicate why you are not satisfied with the outcome. Please provide a copy of any written correspondence you sent them, as well as a copy of any response you may have received alongside this form.	
(Please continue on separate sheets if necessary)	

If you have a preferred outcome in mind, please indicate this below. Please note any expression of preferred outcome will not prejudice our consideration of your complaint. (Please continue on separate sheets if necessary)

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Section 4: Declaration:

I confirm that the above details and any attached documentation is a true reflection of events to the best of my knowledge and that it does not contain any false or fraudulent information. I agree to the investigating officer on behalf of the University sharing details of this case, including information on my application, with other persons as part of any investigation and to retain a record of that investigation, in accordance with the University's Complaints Policy for Applicants.

Signed:		Date:	
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Please send this form and any additional documentation to:

By email:

Vanessa Potter
Director of Communications and External Relations
extrel@essex.ac.uk

By post:

Vanessa Potter
Director of Communications and External Relations
University of Essex
Wivenhoe Park
Colchester
Essex, CO4 3SQ

Your complaint will be acknowledged within five working days after the University receives the formal complaint form. The Director of Communications and External Relations will then undertake an investigation of the complaint, and will respond to the complaint in writing within 14 working days from the initial receipt of the form. Please note that responses may take slightly longer during peak periods of the admissions cycle.