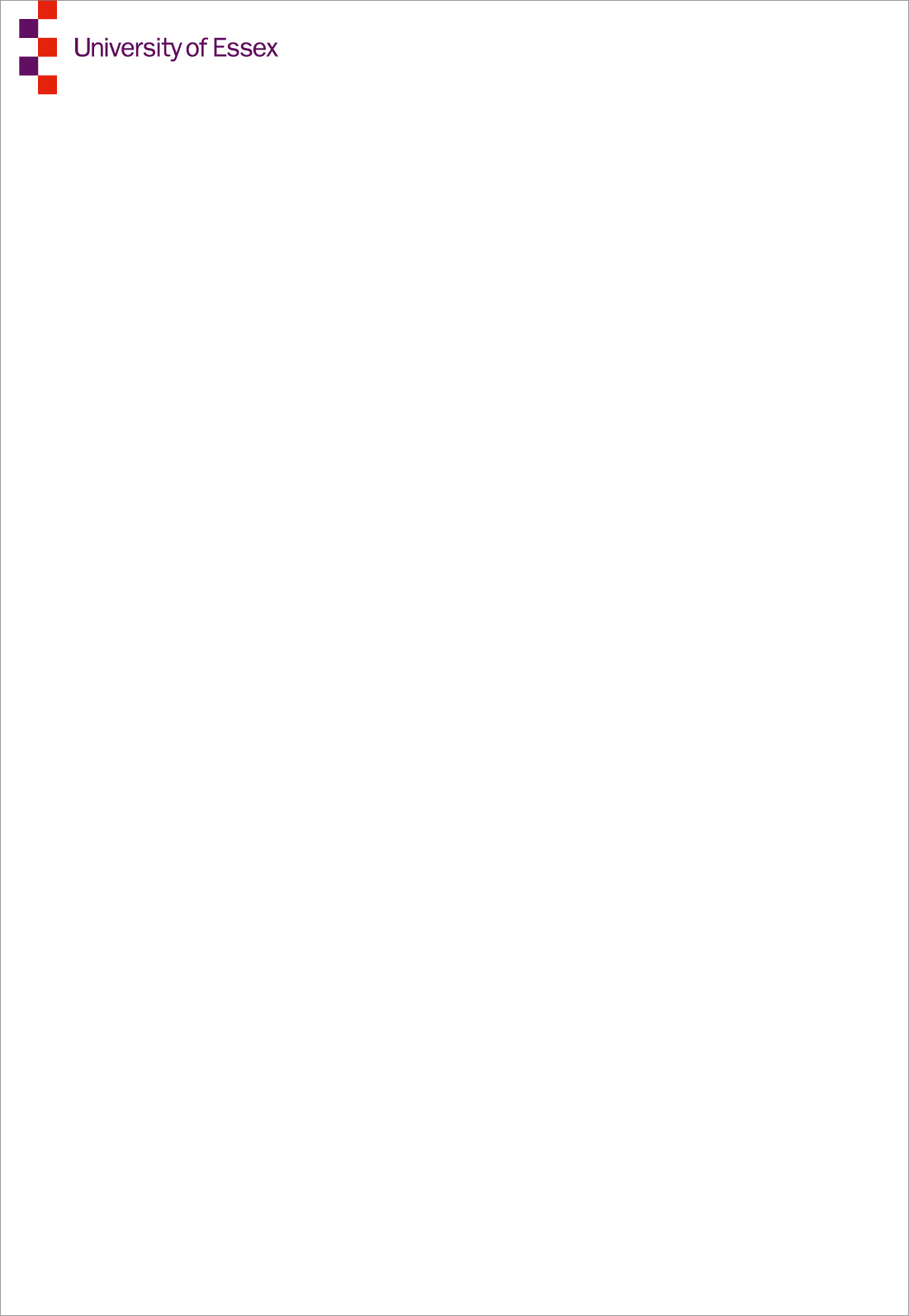
**Student Concerns and Complaints Procedure**



**Stage 1 Early Resolution**

Anyone who has a complaint is encouraged to raise it at the point of becoming aware of it and to raise it with the Department, School or Service in which the issue arose. Complaints at this stage may be made face-to-face, by phone, in writing by email or by completing this form.

The purpose of the early resolution stage is to resolve straightforward concerns swiftly and effectively at the point at which the complaint is made, or as close to that as possible.

You should approach the following members of staff to seek an early resolution of your complaint:

* Complaints relating to an academic department/school/centre should be discussed with the Head of Department/School or Centre or Departmental Administrator (as set out in your departmental handbook)
* Complaints about one of the University’s administrative or support services should be raised with the Head of that service.

In completing the form please refer to the Student Concerns and Complaints Procedure: <http://www.essex.ac.uk/about/governance/documents/policies/complaints.pdf>

You are strongly encouraged to seek advice from SU Advice: Web: <https://www.essexstudent.com/advice/>

Email: [suadvice@essex.ac.uk,](mailto:suadvice@essex.ac.uk) Tel: 01206 874034

***IMPORTANT NOTE:***

***Any person who is the subject of a concern or a complaint will be advised, and the concern or complaint normally copied to him/her, in order that s/he is given the opportunity to respond. It may also be necessary to disclose information to others in order to deal with the concern or complaint and, in these circumstances, the parties concerned will be informed of such a disclosure.***

# Section 1: Your Details

|  |  |  |  |
| --- | --- | --- | --- |
| **PRID** |  | | |
| **First Name** |  | **Title** |  |
| **Surname** |  | | |
| **Correspondence Address** |  | | |
| **Telephone Contact** |  | | |
| **Email Contact** (please use University email address where possible) |  | | |
| **Department or School** |  | | |
| **Programme of Study** |  | | |
| **Year of Study** |  | | |

**Section 2: Your Complaint**

|  |  |  |
| --- | --- | --- |
| **2.1 Issues raised, preferred outcome and supporting evidence**  (If your complaint or related concern involves more than one issue please number them and relate each issue to the preferred outcome you are seeking with the supporting evidence) | | |
| **Please list specific issues which you would like investigated** | **Preferred Outcome** | **Please list evidence you wish to submit** (Please number the attached evidence clearly) |
|  |  |  |

**Section 3: Other Communication**

|  |  |
| --- | --- |
| **3.** If you have written a formal letter stating your complaint or related concerns to anyone else in the University please indicate their names below and provide a copy of the letter/email sent to them, together with a copy of any response you have received. | |
| **Name** | **Attached ** |
|  |  |
|  |  |
|  |  |
|  |  |

**Section 4: Declaration**

|  |  |  |  |
| --- | --- | --- | --- |
| **I declare that the information given in this form is true to the best of my knowledge and that I would be willing to answer further questions relating to it if necessary.** | | | |
| **Signature:**  (Please print name if completing electronically) |  | **Date:** |  |

**Completed forms should be submitted to:**

* + Complaints relating to an academic department/school/centre should be discussed with the Head of Department/School or Centre or Departmental Administrator (as set out in your departmental handbook)
  + Complaints about one of the University’s administrative or support services should be raised with the Head of that service