**Student Concerns and Complaints Procedure**

**Early Resolution Form**

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](https://www.essex.ac.uk/departments) should be discussed with the Head of Department/School or Centre or the Department Manager (as set out in your departmental handbook)
* Complaints about one of the University’s [administrative or support services](https://www.essex.ac.uk/student/professional-services) should be raised with the Head of that service.
* If you are unsure where to send your complaint to, please email this form to [studentcomplaints@essex.ac.uk](mailto:studentcomplaints@essex.ac.uk) and it will be directed to the relevant Head of Department, School, Centre or Service.

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| **Further guidance, and the full procedure for Student Concerns & Complaints can be read online:** [**www.essex.ac.uk/see/complaints**](http://www.essex.ac.uk/see/complaints) | **You are strongly encouraged to seek support from SU Advice before submitting your complaint:**  [**www.essexstudent.com/advice**](http://www.essexstudent.com/advice) |

***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

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

# Section 2: Your Concerns

| **Please explain or list the specific issues that you would like to raise:** |
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| **Please state how you would like your concerns to be addressed:** |
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| **Please confirm the evidence that you will be providing that demonstrates your concern:** |
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If applicable, please provide the names and dates of the people that you have corresponded regarding your concerns. If possible, please include copies of the correspondence as part of your evidence.

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| --- | --- |
| **Name** | **Date** |
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**Declaration**

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| 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. |  |

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| --- | --- |
| **Signature:** |  |
| **Date:** |  |

*If you send the form as an email attachment, please type ‘submitted electronically’ in the signature box*