**Student Concerns and Complaints Procedure**

**Formal Complaint Form**

**Contacting the Head of Department**

Please note you must first attempt to resolve their concerns with the Head of the relevant Department, School, Centre or Service before you can submit a Formal Complaint. Formal Complaints will only be reviewed if you have previously attempted to resolve the matter with the but remain dissatisfied with the response.

If the matter has not previously been considered by the Head of the relevant Department, School, Centre or University Service, then this complaint may not be referred to them in the first instance. Please see Section 4 of the [Student Concerns and Complaints Procedure](https://www1.essex.ac.uk/students/experience/complaints.aspx) that explains the process for “Early Resolution”.

If you are not sure who to submit your concerns to, please complete an **Early Resolution Form** to studentcomplaints@essex.ac.uk and it will be directed to the relevant person for you.

More information about Early Resolution can be found on our University website at [www.essex.ac.uk/see/complaints](http://www.essex.ac.uk/see/complaints).

**Submitting a Formal Complaint**

In order to submit a Formal Complaint, please complete all sections of this form and send it to studentcomplaints@essex.ac.uk or by hand at the Student Services Hub at your campus, marked for the attention of the Student Progress Team.

The University will not normally accept Formal Complaints made more than three months after the events complained about OR 1 month after the attempt at Early Resolution was completed (whichever is latest).

Complaints should be submitted by students directly. Complaints submitted by third-parties will only be accepted in exceptional circumstances and only when accompanied by a third-party permission slip. Please email studentcomplaints@essex.ac.uk for more information.

The University does not accept complaints that are submitted anonymously.

**How Your Complaint Will Be Considered**

Formal complaints are considered in line with the Student Concerns and Complaints Procedure.

Once your complaint is received and deemed eligible, the University will appoint a senior member of staff to take on the role of Complaint Investigator and review the concerns that you have raised.

The Complaint Investigator will arrange an appointment with you (face-to-face, by telephone or by video-link) to discuss your concerns further and will collect any information from the relevant department or service.

Formal Complaints normally take around 6 weeks to be completed but may take longer if it the matter is particularly complex, or the complaint is being investigated during non-term time.

Please note that the Complaint Investigator may share the contents of your complaint with any members of the University (or our partners) that are deemed necessary for the investigation of your concerns. This will most likely include members of staff within the Department, School or Professional Service that you have complained about, or any individuals named in your complaint.

**More Information, Advice and Guidance**

Please visit [www.essex.ac.uk/see/complaints](http://www.essex.ac.uk/see/complaints) for more information about how your complaint will be considered, the support available and for a full copy of the Student Concerns and Complaints Procedure. If you have any questions about this, please contact the Student Progress Team at studentcomplaints@essex.ac.uk or telephone the Student Services Hub on 01206 874000.

Students are able to seek free, confidential and impartial from the Students’ Union via SU Advice before submitting your complaint. More information about the SU Advice service is available at [www.essexstudent.com/advice](http://www.essexstudent.com/advice).

# Section 1: Your Details

|  |  |
| --- | --- |
| **PRID** |  |
| **First Name** |  | **Title** |  |
| **Surname** |  |
| **Correspondence Address & Postcode** |  |
| **Telephone Contact** |  |
| **Email Address**(please use University email address if possible) |  |

**Your Campus:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Colchester Campus** | [ ]  | **Loughton Campus** | [ ]  |
| **Southend Campus** | [ ]  | **Other\*** | [ ]  |

\*Please note that this complaint form is for students studying at the University of Essex. Students studying at any of the University’s Partner Institutions should submit their complaints to their education provider directly. This includes University of Essex Online students and University of Essex International College students.

**Your Studies:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Undergraduate**(Bachelors or Foundation) | [ ]  | **Postgraduate Taught**(Masters or equivalent) | [ ]  | **Postgraduate Research**(PhD or equivalent) | [ ]  |

|  |  |
| --- | --- |
| **Department or School** |  |
| **Course Title** |  |
| **Year of Study** |  |
| **Tier 4 Visa Holder** | Yes | [ ]  | No | [ ]  |

# Section 2: Your Concerns

| **Please explain or list the specific issues that you would like to raise:** |
| --- |
|  |

| **Please state how you would like your concerns to be addressed:** |
| --- |
|  |

| **Please confirm the evidence that you will be providing that demonstrates your concern:** |
| --- |
|  |

# Section 3: Previous Attempts to Resolve Your Concerns

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Have you raised your concerns with anyone at the University?** | Yes | [ ]  | No | [ ]  |

| **Please outline the steps that you have taken to resolve the concern before submitting a formal complaint?** |
| --- |
|  |

| **Please indicate the reasons why you are not satisfied with the initial attempts to resolve the matter:** |
| --- |
|  |

| **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. |
| --- |
| **Name** | **Date** |
|  |  |
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|  |  |

**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:** |  |
| **Date:** |  |

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