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| **Stage 2 Formal Complaint Form** **This form should be used to lodge a Student Complaint under the University’s** [**Complaints Procedure - Swansea University**](https://myuni.swansea.ac.uk/academic-life/academic-regulations/conduct-and-complaints/complaints-procedure/)**.** **The University endeavours to treat all information submitted as part of a Complaint in a confidential manner. Please be advised that information contained in this complaint may be reviewed by members of University staff (to include, but not limited to, staff within Education Services, your School, Wellbeing Services, the Disability Office and complaint nominee).****This form should be sent to** **studentcases@swansea.ac.uk** **once complete.** **This form is not to be used to complain about issues relating to bullying or harassment – please see** [**Dignity at Work and Study - Swansea University**](https://myuni.swansea.ac.uk/academic-life/academic-regulations/conduct-and-complaints/dignity-at-work-and-study/) **for more information.** **Advice for Student Complaints is available, free of charge, from the Students’ Union Advice Centre, via their website** [**https://www.swansea-union.co.uk/**](https://www.swansea-union.co.uk/) **and by email at:** **advice@swansea-union.co.uk** **.** |
| **SECTION A (Personal Details**) |
| Name in full: |  |
| Student Number: |  |
| Contact Telephone Number: |  |
| Contact Email Address: |  |
| School and Course: |  |
| Do you wish to make a group complaint? ***NB Please note that if you wish to make a group complaint, you will need to provide a signed, written statement from the other members of group to confirm that;**** ***They have had sight of your complaint and accompanying documents.***
* ***They want to be party to the complaint.***
* ***They consent for the information provided to be shared with the department and/or individuals named within the complaint.***
* ***They consent to the above-named student to act as a group leader and to receive all*** ***correspondence relevant to the complaint.***
 | **Yes** **No**  |
| Please detail your complaint. Please provide dates of any events/incident, names of staff involved and whether there were any witnesses to the event.(Please continue on a separate sheet if required) |  |
| Which Department(s)/Service(s) do you wish to complain about (please list all)? |  |
| Have you previously submitted an informal (Stage 1) Complaint?  | **Yes** **No**  | ***see a) below******see b) below*** |
| 1. If you have answered yes to the above, please explain why you are dissatisfied with your Stage 1 informal complaint outcome and attach a copy of your Stage 1 complaint response at Section B.

*Where no written response was provided please confirm the date the response was communicated to you and names of staff involved.* |  |
| *b)*If you have answered no to the above please explain why you wish to raise a Stage 2 complaint and detail any steps already taken to resolve the matter informally. |  |
| Please list any evidence you wish to provide in support of your complaint and provide copies of this information at Section B  |  |
| Please confirm your preferred outcome should your complaint be upheld. ***NB Please note that this may not be the outcome offered to you in the event that your complaint is found to be upheld.*** |  |
| Please confirm that you understand that your complaint and supporting documents may be provided to the department/ staff member subject to the complaint so they can respond to your allegations? | **Yes** |
| Please confirm whether you have received support from the Student’s Union Advice and Support Centre in preparing your complaint? | **Yes No**  No  No **Name of SU Advisor:*****I am happy for the Student’s Union Advice and Support Centre to receive a copy of any correspondence sent to me relating to this matter***  No  |
| **SECTION B** |
| **Please attach evidence of issues of complaint and list the evidence attached here. Please note complaints made without evidence are unlikely to be upheld.** |
| **DECLARATION / CONSENT** |
| **In signing this complaint form**1. **I declare that, to the best of my knowledge, all the information I have supplied/attached with this form is true, accurate and complete and acknowledge that the submission of fraudulent information could lead to the University taking disciplinary action or action under the Academic Misconduct procedure.**
2. **I give consent for Education Services staff/the complaint nominee, in processing my complaint, to release information to and obtain information from, relevant members of University staff (to include but not limited to staff within my School, Wellbeing Services, the Disability Office and the Academic Appeal Team). Such information may include information regarding:**
* **My health and personal circumstances,**
* **The support I have received.**
* **My level of engagement relating to my studies.**
* **My academic history, attendance and previously disclosed extenuating circumstances and appeals,**
* **Issues identified within my complaint.**

**I am aware that it is my right to withdraw this consent at any time and to do so I would need to contact the Complaints team at** **studentcases@swansea.ac.uk**1. **I understand that Education Services staff/the complaints nominee will release details of the outcome of my complaint/related documentation to relevant members of University staff, for the purpose of processing the outcome of my complaint.**

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| Signed: | Date*:* |
| **Please return the completed form by e-mail only to:****studentcases@swansea.ac.uk** |
| **FOR EDUCATION SERVICES USE ONLY /**  |
| Received: | Date: |