Student Complaint Procedure

Complaint Form (Stage 1)

* This form is to be used as part of the Student Complaints Procedure and should only be used once you have exhausted attempts to resolve the problem informally with the individual directly concerned.
* Please return the completed form to appeals.complaints@solent.ac.uk or by post to Appeals and Complaints, Quality Management, East Park Terrace, Southampton, SO14 0YN.

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| 1. **Personal Information**
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| **Name:**  |  |
| **Student No:** |  |
| **Course:** |  |
| **Date:** |  |

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| 1. **Briefly outline the nature of your complaint** (see guidance note 1)
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| **C. Briefly summarise and provide any evidence of attempts made to resolve the issue informally** (See guidance note 2) |
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| **D. What outcome are you seeking to your complaint?** (see guidance note 3) |
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Guidance Notes

**Further Help**

For help and guidance on submitting a complaint please contact the Student Union Academic Caseworker or the Student Hub.

**Solent Students' Union**

Tel: 023 8201 6432

Email: su.advice@solent.ac.uk

**Student Hub**

Tel: 023 8201 5200

Email: student.hub@solent.ac.uk

**1.** You should submit, with your complaint, any appropriate evidence to support the complaint e.g. emails, documents or photographs. The University will be unable to consider a complaint where claims are made but evidence is not provided where it would be reasonably be expected.

**2. Please note, we cannot normally accept a complaint until attempts have been made to resolve the issue informally.** If you feel unable to raise the issue direct with the individual involved then you should raise the issue with another appropriate member of staff, e.g. your Course Leader. If in doubt, speak to one of the support staff (see ‘Further Help’).

**3.** The stated outcome should be reasonable and proportionate to the complaint. The University, when making recommendations, will look to make good the complaint issue where possible in the first instance.