**We recommend you read through this form before you begin completing it**

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| **Part A: Personal Details** | |
| **A1: First name** |  |
| **A2: Family name** |  |
| **A3: Address, including postcode** |  |
| **A4: Contact telephone number** |  |
| **A5: (for current students only) University email address** | **@mail.bcu.ac.uk** |
| **A6: (for non-students) Contact email address** |  |
| **A7: (for current students only) Student ID number** |  |
| **A8: (for current students only) Your faculty** | Choose an item. |

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| **Part B: Early resolution (raising a Concern)** | |
| You can only submit your complaint using this form if you have completed the early resolution stage; or where your complaint is too serious or too complicated to be dealt with through early resolution. | |
| **B1: What was the outcome of the early resolution stage of your concern, and why are you not satisfied with it?** | |
|  | |
| **B2: When did the early resolution stage end?** | Click here to enter a date. |
| **B3: Who did you contact about your concern?** | |
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| **B4: What did they do?** | |
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| **B5: If you did not attempt early resolution, why not?** | |
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| **Part C: Complaint details** | | |
| **C1: For each area you are complaining about, please indicate the faculty or service area, date and type of issue:** | | |
| Arts, Design, and Media | Click here to enter a date. | Choose an item. |
| Business, Law, and Social Sciences | Click here to enter a date. | Choose an item. |
| Computing, Engineering, and the Built Environment | Click here to enter a date. | Choose an item. |
| Health, Education, and Life Sciences | Click here to enter a date. | Choose an item. |
| Academic Services | Click here to enter a date. | Choose an item. |
| Accommodation | Click here to enter a date. | Choose an item. |
| Admissions | Click here to enter a date. | Choose an item. |
| Finance | Click here to enter a date. | Choose an item. |
| IT | Click here to enter a date. | Choose an item. |
| Library and Learning Resources | Click here to enter a date. | Choose an item. |
| Security | Click here to enter a date. | Choose an item. |
| Student Services | Click here to enter a date. | Choose an item. |
| **C2: Are you making this complaint within 40 working days of the issue?** | | |
| If you are not making your complaint within 40 working days of the issue, you **must** provide the reason: | | |
|  | | |
| **C3: Your complaint – what happened? When did it happen? Who was involved? How were you affected?** | | |
| Please set out your complaint clearly and briefly. You **must** provide evidence to support your complaint and describe how the evidence supports what you are saying (see also C4, below). **We will only consider your evidence if you mention how it supports what you are saying**: | | |
|  | | |
| **C4: What evidence are you providing?** | | |
| Please label your evidence and describe what it is below. For example, *Evidence A is an email sent to me from the University on 28th September 2015*. **We will only consider your evidence if you have labelled it and described how it supports your complaint in C3 (above)**: | | |
|  | | |
| **C5: What outcome are you hoping for?** | | |
| We will only consider outcomes which are reasonable, and which are allowed by the University’s Academic Regulations and policies. | | |
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| **C6: Would you consider mediation to attempt resolution of your complaint?** | | |
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| **D: Your Declaration** |
| I have read and understood the Concerns and Complaints Procedure. I understand that the University will accept a complaint from students, members of the public or third parties (if they are acting as the complainant's representative and the complainant has provided permission to act under the requirements of the Data Protection Act (1998)). I understand that the University will assess my request to decide whether it meets the conditions to be considered under the Concerns and Complaints Procedure. I can confirm that the information given on this form and the supporting evidence is true and accurate. I understand that if my complaint is believed to be frivolous or vexatious the University will terminate its consideration of this complaint and write to me to explain the reasons. I understand that the University may need to share information with other persons or organisations as part of any investigation to resolve my complaint. By submitting this form I authorise the University to investigate my complaint. |
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| **Signature** | |
| If submitting your form electronically (for example, by email), please type your name | |
|  | **Date:** Click here to enter a date. |

Submit your completed form along with your evidence to: [complaintsandappeals@bcu.ac.uk](mailto:complaintsandappeals@bcu.ac.uk) or post to: **Complaints and Appeals, Birmingham City University, Curzon Building, 4 Cardigan Street, Birmingham, B4 7BD.**

If your complaint is eligible for consideration under the Concerns and Complaints Procedure, we will send you a dated acknowledgement of receipt within five working days of receiving this form. **If you have not heard from us after this time, please contact Complaints and Appeals at the email address above.**