



The University of Bath
STUDENT COMPLAINTS FORM

Who can use this form?

An applicant who has been accepted to study at the University, a student registered for an award of the University, or an alumni who has been registered with the University within the last 6 months.

What is this form for?

This form is used to submit a formal complaint about a service you have received from the University of Bath. (You can also raise a complaint informally, if you feel this is the most appropriate course of action. If you are not sure whether you wish to make a formal complaint at this stage, please contact student-complaints@bath.ac.uk to discuss your options.)

If you would like to raise a concern about the behaviour of a person at the University, please refer to the University of Bath Dignity and Respect Policy.

What will happen next?

Once you have submitted this form, the following process will take place:

- Within 5 working days, You will receive confirmation that this complaint can be reviewed under the Student Complaints procedure. If it cannot, you will be supported to access a different procedure where applicable.
- The Head of Department of Service concerned (or their nominee) will begin investigating your complaint. This may involve asking you to meet with them.
- You will receive a copy of the investigative report and any outcomes or recommendations within 60 days of submission of your complaint (if this is not possible, this will be communicated with you along with the reasons why).

To find out more about this process please see our Student Complaints Guidance Document and the Student Complaints Policy.

If you have any further questions about this form, or you need to access this form in an alternative format, please contact student-complaints@bath.ac.uk or call 01225 385464.

This form should be sent to student-complaints@bath.ac.uk and where possible, copied to the Head of Department or Service that the complaint relates to.

Please keep a copy of this form for your records.

SECTION A - YOUR DETAILS

Title	Forename(s)	Surname
Address		
Postcode		
Email	Contact telephone number	
Programme of Study/Research		
Student Registration Number (on your Library card)		
Date of the event(s) about which you are complaining		

SECTION B – NATURE OF THE COMPLAINT

Please set out the reason(s) why the complaint is being made and specify:

- a. who or what is being complained about;
- b. the events that took place in chronological order; and
- c. the consequences that you believe you have suffered as a result

Please use an additional sheet if necessary

N.B. Should you wish to provide additional supporting documents, please attach with this form.

SECTION C - AN OUTLINE OF THE ACTION YOU HAVE TAKEN SO FAR

If you have already taken steps to resolve your complaint *informally*, please outline these below: **(if you have not taken these steps, please proceed to Section D)**

Who did you discuss this with to try and resolve informally?

Date of meeting/discussed:

School/Department(s)

Why do you remain dissatisfied with the response to your Stage 1 complaint?

Give details of anyone else who is acting on your behalf who you consent to us liaising with (eg Disability Advisor)

SECTION D - DESIRED OUTCOME

Please say what action you would like taken and any suggestion of resolution or redress in order to resolve the complaint to your satisfaction.

N.B. The University of Bath will make every effort to resolve all complaints to the student's satisfaction but please note that it may not be possible in all cases.

SECTION E - DECLARATION

As far as possible, all complaints will remain confidential to those people who are involved in investigating the complaint, providing a response to it and communicating with you, unless there is a serious risk of harm to you or others. In the interest of natural justice, parties to a complaint have the right to know the full details of the complaint.

I declare that to the best of my knowledge all of the information I have supplied is true, accurate and complete.

Signature:

Date:

(If you do not have an electronic signature, when sending from your University email address, this will verify you as signing this form)

PLEASE LIST any correspondence or other documentation related to your complaint which you have attached along with this complaint form: