aber-uni-logo-mono

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **STAGE 2: FORMAL COMPLAINT FORM**  This form must be completed by all students wishing to submit a Stage 2: Formal Complaint against an Academic or Service Department. Please ensure you have carefully read the [Student Complaints Procedure](https://www.aber.ac.uk/en/academic-registry/handbook/complaints/) before completing this form.  The form must be submitted by e-mail to: [casework@aber.ac.uk](mailto:caostaff@aber.ac.uk)  All Stage 2: formal complaints must normally be made within **10** **working days** of the matter having being closed at Stage 1: Early Resolution stage.  **If it is a group complaint, please begin by completing *Section A – Group Complaint - Student Details*.**  *(Note: in the case of group complaints, the University will only liaise with the group representative, who is responsible for communicating all information to the other students in the group. The group representative must sign this form).*  **If it is an individual complaint, please begin by completing *Section B – Individual Complaint – Personal Details.*** | | | | |
| **SECTION A – Group Complaint – Students Details** | | | | |
| Name of group representative: | Student number: | Study scheme title and code: | Year of Study: | University and other Email address: |
| Names of other students in the group: |  |  |  |  |
| **SECTION B – Individual Complaint - Personal Details** | | | | |
| Full Name: | | | | Student Number: |
| Address for Correspondence: | | | | |
| University E-mail Address: | | | | |
| Other E-mail Addresses: | | | | |
| **SECTION C – The Complaint** | | | | |
| **Please state the nature of your complaint (this should be brief and to the point, referring to any specific events).** | | | | |
|  | | | | |
| **Please explain why you do not feel the complaint has been dealt with appropriately at Stage 1: Early Resolution and why you remain dissatisfied.** | | | | |
|  | | | | |
| **Please list the supporting evidence you are submitting with this form (this should include evidence to confirm you have exhausted Stage 1 of the complaints procedure together with relevant documentary evidence to support the complaint.)** | | | | |
|  | | | | |
| **Stage 2: formal complaint of the complaints procedure gives you the option of meeting with the Investigating Officer, to which your complaint refers to, in order to discuss your complaint further. Please can you confirm whether you would like to meet with the Investigating Officer by ticking one of the boxes below.** | | | | |
| **YES NO** | | | | |
| **SECTION D – The Outcome**  **Please state the outcome you would like to achieve from your complaint.** | | | | |
|  | | | | |
| **DECLARATION / *DATGANIAD*** | | | | |
| **I declare that I have read the *Complaints* Procedure and that all the information I have provided on, and with, this form is a true statement of the facts to the best of my knowledge and belief. I acknowledge that the submission of fraudulent information could lead to the University taking disciplinary action.**  **I understand that the information I have provided will be circulated to relevant members of staff and third-party partners where applicable for the purpose of investigating my Formal Complaint. I understand this information will be processed and retained as is deemed necessary for the University’s performance of a task carried out in the public interest (UK General Data Protection Regulation Article 6(1)(e)) and under its contractual obligations (UK General Data Protection Regulation Article 6(1)(b)). If special category personal information is included in, or with, the form as completed above, I give my explicit consent for this to be used for the purposes of the University’s Student Complaints Procedure.**  **The information will be retained for one year after receipt of the formal complaint outcome, unless a Final Review is lodged with the University, or a complaint is lodged with the Office of Independent Adjudicator for Higher Education, in which case the period may be extended.** | | | | |
| Signed*:* | | | | Date*:* |

|  |  |  |  |
| --- | --- | --- | --- |
| Version: | 1.4 | Publication Date: | July 2025 |
| Reason for update: | Form revised to include third-party partners in Declaration section. | | |
| Approved: | Academic Registry | Effective From: | July 2025 |
| Contact: | Kim Bradick, Deputy Registrar | | |