

## STAGE 2 FORMAL COMPLAINT FORM

STRICTLY PRIVATE AND CONFIDENTIAL

### IMPORTANT – PLEASE READ THIS SECTION CAREFULLY

This form is designed for use with the University's **Student Complaints Procedures**. The Procedures can be found here:

<http://www.westminster.ac.uk/study/current-students/your-studies/forms-and-procedures/complaints>

Please ensure that you have read and understood the Student Complaint Procedures before completing this form. If you require any advice on using the Complaints Procedure you should contact [studentcomplaints@westminster.ac.uk](mailto:studentcomplaints@westminster.ac.uk).

**You are strongly advised to consult with the Students' Union before completing this form. Please e-mail [suadvice@westminster.ac.uk](mailto:suadvice@westminster.ac.uk) for an appointment.**

We strongly encourage students to resolve all matters that they are concerned about informally before submitting a formal complaint. An informal approach can be made to the person responsible for that service, such as a Head of School or the manager of a service unit.

- The form must be received within 90 days of the occurrence of the matter you are complaining about. Any complaint received after this 90 day limit will be regarded as 'out of time' and will not be considered, unless you can demonstrate, to the satisfaction of the Academic Standards Manager, good reason for not having been able to submit your complaint on time.
- Your completed form must set out all facts and arguments on which you wish to rely, and you must enclose with your form all evidence on which you wish to rely, including any witness statements.
- You must set out what attempts you have made to resolve the complaint informally, and explain why you are unhappy with the outcome of the informal resolution.
- The form must be completed in full. The University will normally only consider a Formal Complaint where it has been submitted on a fully completed Student Complaint Form.
- You must state the remedy that you are seeking – i.e. how you would like to see the matter resolved.

When you have completed this form, please return it to Academic Standards, Academic Registrar's Department, First Floor, 101 New Cavendish Street, London, W1W 6XH or by e-mail to [studentcomplaints@westminster.ac.uk](mailto:studentcomplaints@westminster.ac.uk)



### **SECTION 3 – STAGE 1 INFORMAL PROCESS**

Before you submit a formal complaint, students are advised to raise their concern or complaint informally with an appropriate member of staff and seek a resolution without the requirement for submission of a formal complaint. It is important to raise matters of concern or complaint promptly so that it can be addressed and an appropriate solution is found as soon as possible.

Please provide details of the action you have taken to try to resolve your complaint at this stage. It will be useful to include details of whom you approached to resolve your complaint informally, what actions were taken (if any) to resolve your complaint and why you are dissatisfied with the Stage 1 informal outcome.

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**SECTION 4 – STATEMENT**

You must clearly explain the matters of complaint and provide specific details of the concerns raised. If your complaint refers to a person (staff member) please include their name. Please outline who or what is being complained about, a chronological order of the events that took place and the impact you have faced as a result.

You may continue on a separate sheet if necessary. Please be assured that any information you give us will be treated sensitively and in the strictest confidence.

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**SECTION 5 – PROPOSED REMEDY**

How do you propose that your complaint could be resolved to your satisfaction?

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## SECTION 6 – TIME LIMIT

The completed complaints form should be submitted to the Complaints Team within the time limits detailed in the Complaints Procedure (no later than 90 days after the incident has happened.) An extension of these time limits will only be possible in exceptional circumstances, such as illness. If your complaint has been made outside of these time limits please detail below the reason for this and provide evidence where available.

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## SECTION 7 – DECLARATION

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Please ensure that you have completed all sections of this form and then return it via post or email to:

**Academic Standards  
Academic Registrar's Department  
University of Westminster  
First Floor Cavendish House  
101 New Cavendish St  
London W1W 6XH**

**Email:** [studentcomplaints@westminster.ac.uk](mailto:studentcomplaints@westminster.ac.uk)

In accordance with the Data Protection Act 1998 we are required to obtain your consent for the following:

- a) to hold the information that you have provided on an electronic database;
- b) to disclose the information that you have provided to authorised members of University staff, their legal advisers or where the law requires, as necessary for the reasonable purposes connected with the investigation of your complaint.
- c) be aware that where a complaint relates to specific individuals, those named have the right to be shown the complaint

**Please ensure you have completed the following checklist:**

- Have you completed all sections of the form?
- Have you included all documentary evidence to be considered?
- Have you clearly explained why you are raising this complaint?
- Is your complaint being raised within the 90 days after the incident has happened? If not please explain why.

Please sign below to confirm that the information you have provided is accurate to the best of your knowledge, and to indicate your consent for the information provided to be used as detailed above.

**Name:** .....

**Date:** .....