

For use by Unit only

Name of Unit:

Date formal complaint form received:

Date acknowledgement of receipt of complaint letter:

Date response to complaint letter:

Registered Student Complaints Policy FORMAL COMPLAINT PROCEDURE FORM

The Informal Complaints Procedure must be used in the first instance. Matters raised must relate to matters within scope of Student Complaints Policy – see section 2 of the Policy. The Student Complaints Policy can be found *via* the link <https://www.ucc.ie/en/academicgov/policies/student-policies/#student-complaints>

Instructions

- This complaint submitted on this form must relate to a matter dealt with under the informal complaints procedure in the first instance, and the subject matter must come within the scope of the Student Complaints Policy – see section 2 of the Policy
- This form is **not** to be used for the following complaints: bullying, harassment, exam or assessment related issues, student-student complaints, criminal matters, matters concerning fitness to study or fitness to practise as these fall under other policies. See further exclusions as outlined in section 2 of the Policy.
- Print off this form before completing if required, i.e., if submitting by post.
- Please read and complete all 5 sections in full.
- Use separate pages if needed. If using separate pages, include the section name and title for ease of cross-referencing, also include author name(s), date and initial the pages.
- If you give contact details such as a telephone number or email address, it will be assumed that it is appropriate to communicate with you and/or your representative using that medium.
- Any personal data (i.e. information that can be used to identify you as individual) which you provide to the University will be treated with the highest standards of security and confidentiality, in accordance with Irish and European Data Protection legislation and the University's [Data Protection Policy](#).
- Submit the completed form and any supporting documents to the Head of the relevant School or Department or Head of Functional Unit/ULT Member.

The Student Complaints Policy can be found *via* the link below:

www.ucc.ie/en/academicsecretariat/studentcomplaintspolicy/

Section 1: Your details

Your contact details will be provided to the investigator, who will contact you using these contact details provided.

Your name:

Address:

Student Number:

Phone:

Email:

If a representative has been appointed - provide details

A representative may be appointed at a later stage if needed.

Rep name:

Address:

Phone:

Email:

Section 2: Your Complaint

- The substance (main points) of your complaint including dates, times, the nature of the incident(s)/action(s) or inaction(s)
- Any evidence in support of the complaint and the names of individual(s) involved;
- Details of any attempts at informal resolution of the complaint and the outcomes of the informal process, subject to the confidentiality of the mediation process.

Section 3: Outcome you wish following complaint

Please state the way in which you believe your complaint could be resolved:

Section 4: Details of correspondence and other material about your complaint

Where available please provide the following (continue on separate page if necessary):

- (a) A list in date order on a separate sheet detailing: letters, emails, phone calls and meetings that you believe are relevant to your complaint.
- (b) Copies of any relevant correspondence and other documentation

Section 5: Confirmation by complainant

Please sign below that:

- a) I understand that the details of the complaint will be provided to the against whom I have made the complaint and may be provided to other individuals as well as the recipient of this form. Disclosure to other individuals will be on a strictly 'need to know' basis where it is deemed necessary by the investigator, and I agree to same. I understand that it is usually not possible or appropriate to maintain confidentiality in all circumstances.
- b) I have read and understand the University Student Complaint Policy.
- c) This form contains an accurate description of my complaint.

Signed:

Date:

Submit the completed form and any supporting documents to the **Head of the relevant School or Department or Head of Functional Unit/ULT Member.**