

Student Complaints Form

Must relate to a specific concern or issue related to an academic programme and/or the actions of a member of staff of an academic unit staff.

Please read instructions on page 2 of this form.

For use by Academic Unit only

Name of Academic Unit: _____

Date formal complaint form received: _____

Date acknowledgement of receipt of complaint letter: _____

Date response to complaint letter: _____

Section 1: Your details	If a representative has been appointed - provide details <i>(A representative may be appointed at a later stage if needed)</i>
Your Name _____	Rep Name _____
Address _____	Address _____
Student Number _____	_____
Phone _____	Phone _____
Email _____	Email _____
Section 2: Your Complaint	
<ul style="list-style-type: none"> 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. 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:

Instructions

- This complaint submitted on this form must relate to a specific concern or issue related to an academic programme and/or the actions of a member of staff of an academic unit staff.
- 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 student health or counselling, fitness to study or fitness to practise as these fall under other policies.
- Print off this form before completing.
- 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.
- Please ensure you have read the separate relevant Academic Unit Complaint Policy and Procedure before submitting this form.
- 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**.

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

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