

Office of Accommodation & Community Life Formal Complaint Form

Before completing the Formal Complaint Form please familiarise yourself with the *formal complaint* procedure and read the form in full. Any contact details provided in Section 1 will be deemed suitable for confidential communication with the complainant and any representatives named.

SECTION 1 – PERSONAL DETAILS OF COMPLAINANT

Name: _____

Address: _____

Telephone No.: _____ Mobile No.: _____

Email Address : _____

Student ID: _____

If a representative has been appointed, please provide the details of the representative.

Name: _____

Address: _____

Telephone No.: _____ Mobile No.: _____

Email Address: _____

SECTION 2 – CORRESPONDENCE

Where possible please provide the following:

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

Office of Accommodation & Community Life Formal Complaint Form

SECTION 3 - COMPLAINT

Please set out below the main points of the complaint.

Office of Accommodation & Community Life Formal Complaint Form

SECTION 4 - OUTCOME

Please state the outcome you wish following consideration of the complaint.

SECTION 5 – DECLARATION

Please sign below to confirm:

- (a) That you understand that details of the complaint may be provided to individuals other than the recipient of this form. Disclosure will be on a strict 'need to know' basis where it is deemed necessary by the investigator and/or counsellor.
- (b) That you have read and understand the separate UCC Accommodation & Community Life Complaint Policy on our website.
- (c) That this form contains an accurate description of your complaint.

Signed: _____ Date: ___/___/___

Please submit the fully completed form with all relevant documentation in a sealed envelope marked "Confidential and Urgent" to the appropriate person (Accommodation & Community Life Officer/ Head of Student Experience) at the following address:

*ACL Officer
Room 3, 6 Carrigside,
College Road,
University College Cork*

*Head of Student Experience,
Student Experience Office,
North Wing,
University College Cork*