**Regulations Governing Student Complaints**

Stage 2 Student Complaint Form

You should not complete this form unless you have completed the complaint process at Stage 1. If you are not satisfied with the response received at Stage 1, the Stage 2 Student Complaint Form should be submitted, **within 20 working days** of the date of the Stage 1 response. The address to use to submit a Stage 2 complaint can be found in your Stage 1 outcome. If for some reason you are unable to raise your concerns at the preliminary stage, please contact the SUSU Advice Centre or the Head of Academic Appeals and Student.

In completing this form, please refer to the [Regulations Governing Student Complaints](http://www.southampton.ac.uk/assets/sharepoint/intranet/calendar/publicdocuments/Regulations%20Governing%20Student%20Complaints.pdf) and the guidance notes, which can be found at the end of this form.

You are strongly encouraged to seek advice from the Students’ Union Advice Centre in preparing this documentation. Email advice@susu.org or telephone +44 (0)23 8059 2085.

# Section 1: About You

|  |  |
| --- | --- |
| **Student ID no** |       |
| **First Name** |       | **Title** |  |
| **Family Name/Surname** |       |
| **Address for correspondence** |       |
| **Telephone contact** |       |
| **Email contact** |       |
| **Faculty** |  |
| **Year of Study** |       |
| **Programme of study** |       |
| **Date you first enrolled on your programme of study*****(eg 2017/18)*** |       |
| **Year of regulations under which complaint is made**  | **Current year** | **[ ]**  |
| **Regulations in force at date of registration\*** | [ ]  |
| **\* If not using the current year regulations, please explain substantial disadvantage** |       |

# Section 2: Your complaint

## 2.1 Issues raised, preferred outcome and supporting evidence

If your complaint involves more than one issue, please number each issue, specify the supporting evidence you are submitting for that issue, and state the preferred outcome being sought for that issue.

|  |  |  |
| --- | --- | --- |
| **Please state the specific issues which you would like investigated** | **Preferred outcome** | **Please list the evidence you wish to submit****(please number each attachment accordingly)** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

## 2.2 Steps already taken at Stage 1

|  |  |  |  |
| --- | --- | --- | --- |
| **Please confirm that you have attempted to resolve your complaint at the Stage 1 (tick (√)** |  | **Date** |  |
| **Please state what steps you have taken to resolve your complaint at Stage 1** | **Please indicate the name of the individual who has responded to you at Stage 1 and the date of that response** | **Please indicate why you are not satisfied with the response received at Stage 1** |
|  |  |  |

# Section 3: Other communication

|  |
| --- |
| If you have written a formal letter stating your complaint to anyone else in the University, please indicate their name(s) below. Please provide a copy of the letter/email sent to them, together with their respective response, if any. |
| **Name** | **Copied (√)** |
|       |       |
|       |       |
|       |       |
|       |       |
|       |       |

# Section 4: Declaration

|  |
| --- |
| **I declare that the information given in this form is true to the best of my knowledge and that I am willing to answer further questions relating to it if necessary. I confirm that I understand that:*** **any documentation submitted as part of my complaint will be shared with the Stage 2 Investigator as well as those administering the complaints process;**
* **depending on the nature of the complaint, it may need to be shared with others to allow an investigation to be conducted,**
* **any documentation that has implications for third parties may also be shared with those third parties in the interests of natural justice;**
* **where necessary, the Stage 2 Investigator may take steps to verify the accuracy of any points raised in my complaint;**
 |
| **Student signature:** |       | **Date (dd/mmm/yyyy):** |       |

*This form should be submitted to the appropriate contact (see Appendix E of the* [*Regulations Governing Student Complaints*](http://www.southampton.ac.uk/assets/sharepoint/intranet/calendar/publicdocuments/Regulations%20Governing%20Student%20Complaints.pdf)*) as soon as possible, and* ***within 20 working days*** *of the date of the Stage 1 response.*

# Guidance notes: completion of the Stage 2 Student Complaint Form

### Section 1: about you

* **Student ID** – enter your University ID number which can be found on your ID card
* **Name** – enter your full name
* **Address for correspondence** – address you wish to be contacted at
* **Telephone contact** – enter all telephone numbers we may use to contact you e.g. home, mobile/cell
* **Email contact** – ideally this will be your University of Southampton email address
* **Faculty** – enter the name of the Faculty you are enrolled to study in
* **Year of study** – enter the year you are current in, e.g. 1st, 2nd
* **Programme of study** – enter the title of the course you are studying
* **Date you first enrolled on your programme of study** – enter the month and year e.g. October 2007 in which you started your course
* **Year of regulations under which complaint is made** – check one box to confirm if you are (a) using the current year complaint regulations or (b) those in force at the time you first registered. Each year the University reviews and improves its regulations in order to provide clear robust procedures, which are student centred with the intention that all complaints will be processed according to the regulations, which have been approved for the current year. You may apply to use the complaint regulations in force when you first registered for your programme only if you can demonstrate that you will be substantially disadvantaged by having to use the current complaint regulations.
* **If not using current regulations please explain substantial disadvantage** – if you are using the current regulations then do not check this box. If you are using the regulations in force at the time you registered, you must explain here why you believe you would be substantially disadvantaged by using the current regulations.

### Section 2: your complaint

## 2.1 Issues raised, preferred outcome and supporting evidence

Please list all of the issues you would like to raise and explain your preferred outcome (what you would like to happen). List all of the supporting evidence you are providing and number each of the items on the list, writing the corresponding number on each document.

If your complaint involves more than one issue, please number each issue, specify the supporting evidence you are submitting for that issue, and state the preferred outcome being sought for that issue.

## 2.2 Steps already taken at Stage 1

Please confirm that you have attempted to resolve your complaint at Stage 1. Please state what steps you have taken to resolve your complaint at Stage 1; the name of the individual who has responded to you; and indicate why you are not satisfied with the response received.

*If you have not completed Stage 1 of the complaint process, please submit your complaint to the appropriate contact (see Appendix E of the* [*Regulations Governing Student Complaints*](http://www.southampton.ac.uk/assets/sharepoint/intranet/calendar/publicdocuments/Regulations%20Governing%20Student%20Complaints.pdf)*). The University aims to resolve the majority of complaints at Stage 1. If, for some reason, you are unable to raise your complaint at Stage 1, please contact the SUSU Advice Centre (email* *advice@susu.org* *or telephone +44 (0)23 8059 2085) or the Head of Academic Appeals and Student Complaints (email* *appealsandcomplaints@soton.ac.uk**) for advice on how to proceed.*

### Section 3: other communication

On occasion, a student may send a letter or email or complaint to other offices or members of staff. If you have done this, please provide details of who you have written to and provide a copy of your correspondence and any reply you have received. This helps to ensure that the complaints process runs smoothly, without any duplication or confusion.

### Section 4: declaration

**Please sign the form to declare that the information you have given is true to the best of your knowledge, that you are willing to answer further questions relating to it if necessary and that you understand your complaint documentation may be shared with the parties mentioned. If your complaint is about a member of staff, the complaint and evidence will be shared with the individual to afford them the right of reply.**