



STUDENT COMPLAINT FORM

Before completing this form please ensure that you have read and understood the policies and regulations relating to complaints found in the Institute-wide Policies, Regulations and Guidelines (IPRG) which can be found on the Institute website.

You must have made an attempt to resolve your complaint through informal means, as described in the IPRG, before submitting a formal complaint.

(Please note boxes will expand as you type)

Section 1: Student details			
First name		Surname	
Student ID number		Contact email	
Address for correspondence about your complaint			
Telephone number			
Mobile number			
Course of study			
Year group		Postcode	
Section 2: Informal stage (Stage 1)			
Have you tried to resolve your complaint by informal means? YES / NO delete as applicable			
YES		NO	
With whom		Please indicate below your reason(s) for not following the procedure as described in the IPRG	
Date			
Outcome			
Why do you remain dissatisfied with the outcome (please explain below)			
Section 3: Details of complaint			
Please set out concisely details of what happened/didn't happen, when it happened, who was involved, how you were affected.			
Section 4: Evidence			
Please list any documentary evidence you have supplied to support your complaint with a brief explanation of how it supports the case. Ensure each document is labelled with the item letter (Item A, Item B and so on). If you have just one or two items of evidence leave the other rows blank. If you have more than five items of evidence please include a supplementary list.			
Item	Title of document	How it supports your complaint	
Item A			
Item B			

Item C		
Item D		
Item E		

Section 5: Resolution

Please explain below what resolution you are seeking?

Section 6: Declaration

I have read and understood the policies and regulations relating to complaints found in the Institute-wide Policies, Regulations and Guidelines (IPRG).

I confirm that the information given on this form and the supporting evidence is true and accurate. I understand that if my complaint is believed to be frivolous or vexatious the Institute will terminate its consideration of this complaint and will write to me to explain the reasons.

I understand that the Institute may need to share information with other persons as part of any investigation to resolve my complaint.

By submitting this form I authorise the Institute to investigate my complaint.

Signed		Date	
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Please send your completed form and all accompanying evidence to:

The Academic Registrar
 Complaints and Appeals
 Maryvale Institute
 Old Oscott Hill
 Kingstanding
 Birmingham
 B44 9AG

(Please keep a copy of this form for your reference)

You should receive an acknowledgement of your complaint within 5 working days of receipt at Maryvale. The Institute will aim to provide a response to your complaint within 28 working days, or up to 40 working days if a panel needs to be convened.