

STUDENT COMPLAINT FORM

GUIDANCE NOTES FOR STUDENTS

Please read the following notes carefully before completing this form. The notes should be read in conjunction with the University's Regulations (Student Complaints), which are available via: www.mdx.ac.uk/regulations

How and when to make a complaint

If you encounter problems during your time at the University, it is always best if you can raise these at the time they occur with the most relevant person. We encourage informal resolution wherever possible, and you may find that there is a simple solution. You may find it helpful to contact your personal tutor or a member of the course office for advice in the first instance. In this case, there may be no need to use this form. For further independent advice and information, refer to the links below.

How and when to use this form

This form should be used only if you have already tried to resolve the matter informally (according to Stage 1 of Student Complaints Regulation), but you are not satisfied with the result. The form should be submitted within 21 working days of the written response to your initial complaint.

The form asks you to summarise your complaint before adding more background. It also asks you to explain how you have tried to resolve the matter, why you remain unsatisfied, and what you would like to happen next. When completing the form, try to keep focused on the relevant facts, and on what you want to achieve. Remember that the person receiving your form is likely to have no prior knowledge of the issues.

What kind of supporting information should I include?

It is important that you include with your form written confirmation of the response to your initial complaint. If you do not have this, ask the person who dealt with your initial complaint to provide you with a written response. If you are sending copies of other documents or correspondence, make sure that they are directly relevant to your complaint and refer to them when filling in the form. Do not delay submitting the form if you are waiting to obtain copies of particular supporting documents, but explain if some additional items will follow.

How will the complaint be managed?

We take all student complaints seriously, although we expect you to help us by presenting the issues clearly and in a professional way. This form asks you to identify what outcome you are seeking. Think carefully about what you are asking for. Is it reasonable? Is it realistic?

You may be asked to clarify particular issues or answer questions as part of an investigation. While we aim to investigate complaints within 21 working days, it may take longer depending on the nature and complexity of the issues. You can expect to be kept informed if there are to be any unexpected delays.

If a complaint is directed at individual members of staff, they will normally be invited to comment as part of any investigation. *[NOTE: complaints made maliciously (ie. intending to cause harm and without a genuine belief in their truth) are not acceptable, and may lead to action being taken against the person making the complaint].*

Overseas Campuses

For Mauritius Campus students please send your form to the Associate Director Academic

For Dubai Campus students please follow the Dubai procedures <http://www.mdx.ac.ae/life-at-university/current-students/student-complaints-and-grievances>

For Malta Campus students please send your form to the Campus Administration Manager

Further information and support

Support is also available from the Students' Union: <http://www.mdxsu.com/advice>

MDXSU Advice 0208 411 6450

studentadvice@mdx.ac.uk

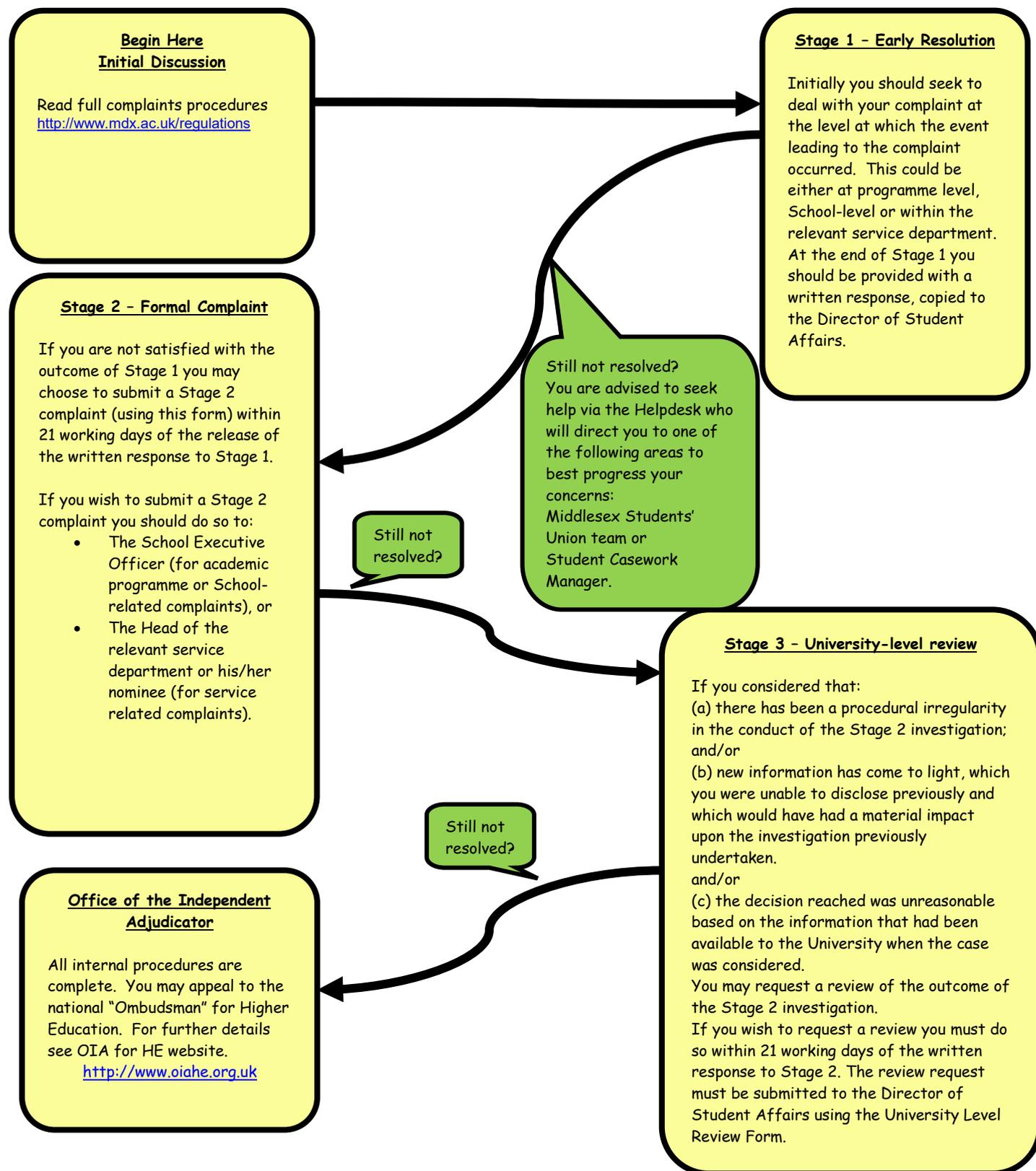
Student & Legal Affairs Team

Studentlegalaffairs@mdx.ac.uk

Student Complaint Guidance

Introduction

This guidance and form focuses on how to make and resolve complaints and simplifies the more formal University's regulations (see <http://www.mdx.ac.uk/regulations>) – Student complaints and grievance procedures. Note there are separate procedures in the regulations for academic appeals. Please follow the flowchart below which goes through the complaints stages.



Note 1: See your programme handbook for details of designated members of staff and key staff overleaf.

Note 2: A copy of your complaint will be held confidentially and shared with others only on a 'need-to-know' basis.

STUDENT COMPLAINT FORM – STAGE 2

Please read the attached **Guidance Notes** before completing this form.

If there is not enough room on the form, continue on an additional sheet, making sure it includes your name and student number.

Note: additional statements longer than one side of A4 may lead to delays in processing.

1. YOUR DETAILS (Please use **BLOCK LETTERS**)

Full name:	Student ID number*:
Programme of study:	Year of study (eg. 1, 2, 3):
Faculty/School:	Email:
Postal address:	Contact phone no.:

* Your ID number may be used to extract personal data from our student records for monitoring purposes. This will be kept separately from the file on your complaint.

2. COMPLAINT SUMMARY

Summarise the main points of your complaint (max 100 words). You may explain the situation in more detail in section 3, but this summary will help us to understand the most important elements from your point of view.

3. BACKGROUND

You can use this section to provide further information which will help us to understand your complaint properly. It is important for you to be as clear as you can, but it is not necessary to include every single detail if it is not directly relevant. If we do not understand something, we will contact you to check.

4. PREVIOUS ACTIONS

Explain here any efforts you have made to resolve the matter informally and why you are not satisfied with the response(s) you have received so far. Include with this form a copy of the last response you received, and copies of any other relevant correspondence.

5. YOUR PREFERRED OUTCOME

Please state below the outcome you are seeking. What would need to happen for you to feel your complaint was resolved?

6. STUDENT DECLARATION and CHECKLIST

- I confirm that the information I have given is true and accurate to the best of my knowledge
- I have read and understood the Guidance Notes attached to this form and the relevant University Regulation
- I have enclosed a copy of the last response I received and other relevant supporting documents
- I have completed sections 1 – 5 of this form to the best of my ability

Signature:	Date:
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Now send the completed form and enclosures to the Leadership office in the School where you are based, clearly marked for the attention of the SCHOOL EXECUTIVE OFFICER. If you are unsure who this is, contact UniHelp. Receipt of the form will be logged and acknowledged within 7 working days.

OFFICE USE ONLY

Tick	Action (Regulation reference)	Explanatory notes, eg. relevant dates, name of complaint handler, action taken, reasons for decisions (also to be conveyed to student)
<input type="checkbox"/>	Receipt recorded, complaint handler identified, and acknowledgement sent (within 7 working days of receipt of form)	
<input type="checkbox"/>	Allocated to Investigating Officer, acting for the Dean/Head of Service	
<input type="checkbox"/>	Outcome of investigation communicated to student with 21 working days. If not, include explanation opposite.	
<input type="checkbox"/>	Summary of outcome	
<input type="checkbox"/>	Outcome recorded, for reporting to Quality committee/	