Stage 1 (Early Resolution) Complaint Form

This is the formal record of a Stage 1 (Early Resolution) complaint and will detail the complaint, resolution efforts and early resolution outcome of each case. Where a local resolution could not be offered or agreed, this form should be used to accompany a Stage 2 Formal Complaint form, within one calendar month of the receipt of the Stage 1 outcome.

This form, along with other supporting documentation will be held confidentially in Registry, in line with UCFB|GIS retention policies and procedures.

Please ensure that all sections are completed fully and returned with **any accompanying documentation** to [Resolutions@ucfb.ac.uk](mailto:Resolutions@ucfb.ac.uk)

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| **Section 1:** **Personal Details**  To be completed by the **student** | | | |
| First Name |  | Surname |  |
| Student ID |  | Year of Study |  |
| Course Title |  | Learning Support Service Registration? | Yes  No ​ |

|  |  |
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| **Section 2:** **Complaint Details**  To be completed by the **student** | |
| Briefly summarise the key points of your complaint | |
|  | |
| Evidence presented to support your complaint  Please list any documented evidence you may have to substantiate your complaint i.e. handbooks, emails, medical evidence, support plans etc | |
| Title of evidence | Which points it supports |
|  |  |
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|  |  |
| What actions have been taken to try to resolve the matter? | |
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| How would you like to see your complaint resolved?  You should include everything you expect to resolve the matter including practical remedies, additional support and any other outcome you are seeking | |
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| **Section 3:** **Early Resolution Attempt Details**  To be completed by **the staff member** to whom the complaint has been referred | | | |
| Name |  | | |
| Job Title |  | Date of meeting / conversation |  |
| Was a resolution found during the meeting / initial conversations? | | | Yes ☐ No ☐ |

If **yes**, please complete Section 3a

If **no**, please continue to Section 3b

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| **Section 3a:** **Resolution found** |
| What is the proposed resolution? |
|  |
| What actions are required to implement the resolution? |
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| Who is responsible for the above actions? |
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| **Section 3b:** **Resolution not found** |
| Please provide details as to why early resolution is not possible |
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| What actions would be required in order to implement a resolution? |
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| **Section 4:** **Further details**  To be completed by **the staff member** to whom the complaint has been referred |
| Please provide any further details relevant to the meeting or outcome |
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| --- | --- | --- | --- |
| Student signature |  | Date |  |
| Staff signature |  | Date |  |

*Please note that where a resolution was found at Stage 1, by signing this form, the student agrees to the local resolution actions detailed above.*

*Where a Stage 1 resolution could not be offered or agreed, this form should be used to accompany a Stage 2 Formal Complaint form,* ***within one calendar month*** *of receipt of the Stage 1 outcome from Resolutions@ucfb.ac.uk*