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

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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 |
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| Evidence presented to support your complaintPlease 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? |
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| 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*