Stage 2 (Formal Complaint) Form

This is the formal record of a Stage 2 Formal Complaint and will detail the nature of the complaint and preferred outcome of each case. This form should be used to accompany a completed Stage 1 (Early Resolution) Complaint Outcome form where relevant within one calendar month of receipt of the Stage 1 outcome.

The 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** | | | |
| First Name |  | Surname |  |
| Student ID |  | Year of Study |  |
| Course Title |  | Learning Support Service Registration? | Yes  No ​ |

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| **Section 2:** **Complaint Details** |
| Please set out the reason(s) why the complaint is being made and specify:   * Who or what is being complained about; * The events that took place in chronological order; and * The consequences that you believe you have suffered as a result |
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| Please provide the details of anyone else acting on your behalf who you consent to us liaising with (e.g. Student/Learning Support Advisors or third party)  *Please note that where a third party is making a complaint on behalf of a student, written consent is required by the student. Please see the Complaints Policy for further details* |
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| **Section 3:** **Outline of Early Resolution Attempts**  If you have not taken steps to resolve your complaint informally, please proceed to **Section 4** |
| Please state why you remain dissatisfied with the response to the Stage 1 complaint |
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| **Section 4:** **Desired Outcome** |
| Please state what action you would have taken and any suggestion of resolution or redress in order to resolve the complaint to your satisfaction  *Where informal resolution was not attempted, please provided details as to why this was* |
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| **Section 5:** **Student Declaration** | |
| As far as possible, all complaints will remain confidential to those people who are involved in investigating the complaint, providing a response to it and communicating with you, unless there is a serious risk of harm to you or others. In the interest of natural justice, parties to a complaint have the right to know the full details of the complaint.  I declare that to the best of my knowledge all of the information I have supplied is true, accurate and complete. | |
| Signature | Date |
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| Please list any correspondence or other documentation related to your complaint which you have attached alongside this complaint form | |
| Title of evidence | Which points it supports |
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