**COMPLAINT FORM – STAGE 1**

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| **Guidance** |
| Guidance: <https://www.salford.ac.uk/askus/admin-essentials/complaints>  This form can be used to let us know about a complaint you have. You should try to complete all sections as fully as possible and provide any evidence, such as email conversations, as separate attachments.  If you are complaining on behalf of a group of students, you will also need to complete the Group Complaint Consent Form which can be found here: <https://www.salford.ac.uk/governance-and-management/student-facing-policies-and-procedures>  For independent help and advice, contact the [Advice Centre in the Students' Union](https://www.salfordstudents.com/advice) via email at [advicecentre-ussu@salford.ac.uk](mailto:advicecentre-ussu@salford.ac.uk). |

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| **Your Details** | | | | | | |
| First Name | |  | | | | |
| Last Name | |  | | | | |
| Student Number | | @ | | | | |
| School/Partner Institution | |  | | | | |
| Course/Programme | |  | | | | |
| Are you a Degree Apprentice? | | **Yes / No** (delete as appropriate) | | | | |
| Year of Study | |  | | | Level: |  |
| Email Address  (University email preferred) | |  | | | | |
| **Outline of complaint** | | | | | | |
| Please tell us in your own words about your complaint. | | | | | | |
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| **What have you done so far? What happened as a result?** | | | | | | |
| Please let us know if you have raised this with the relevant people already. Tell us what they did and why this didn’t resolve your complaint. | | | | | | |
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| **How would you like to see this complaint resolved?** | | | | | | |
| Please let us know what action you would like to see as a result of this complaint. This will not affect how the complaint is handled, but will give us an indication of the resolution you are looking for.  If you ask for an outcome that is not possible, the University may offer you a different outcome. | | | | | | |
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| **Evidence** | | | | | | |
| Please attach any evidence you would like to share as a separate document and provide a list here. If you are including evidence from somebody else, known as third party evidence, please ensure you have their permission to use it, where appropriate. | | | | | | |
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| **Declaration** | | | | | | |
| **By signing this form I confirm the above information and supporting evidence is true and accurate. I have read and understand the Complaints guidance notes. I understand that advice and guidance is available from the Students’ Union**. | | | | | | |
| Signed: |  | | Date: |  | | |
| You do not need to print and sign this form. You may type in your name and the date you complete the form, then send it to us from your University email account. | | | | | | |

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| **How to submit your Complaint and Evidence** |
| * Once completed, please send this to the relevant member of staff. If the complaint refers to an academic matter, this would normally be your module or programme leader. You should also copy in [complaints@salford.ac.uk](mailto:complaints@salford.ac.uk). * If you are unsure where to send your complaint, you can send it directly to [complaints@salford.ac.uk](mailto:complaints@salford.ac.uk) and we will pass it on to the appropriate person. * If you need to submit several pictures, you can add them to a separate word document and attach that to the email. * If you are asked ‘How do you want to attach this file?’ when adding a file to your email, please do not share a link. We will not be able to open files shared in this way. Please choose ‘Attach as a copy’ instead. * Information you provide will be shared with your School, or the institution you are registered with if you are studying at a partner institution, and any persons named specifically in the complaint. * We are unable to consider anonymous complaints. * The University is unable to obtain documents on your behalf. * The University may refer you to relevant support services offered by askUs: <https://salford.ac.uk/askus> |