

St Edmund's College

Student Complaints Procedure: Formal Complaint form

Use this form if:

- you are a current student of the College;
- you are dissatisfied with the College's action (or lack of action), or the standard of service provided by or on behalf of the College. This can include matters relating to any aspect of College services, either academic or non-academic, or behaviour of College staff or Fellows.
- the matter you wish to complain about has affected you (you cannot use this form to complain on behalf of another individual).

Before completing this form you should:

- read the Blue Book, Section 2.19;
- seek advice or support from any of the sources listed in 2.19.8 Blue Book or another source of advice/support
- Attempt to resolve your problem through local resolution, either by speaking or writing to the Staff member responsible for the service, action or behaviour being complained about, where appropriate. This should take place as soon as the matter occurs and in any case within 28 days of the matter occurring

You cannot use this form if you want to complain about:

- Exam results (see 2.19.2 of the Blue Book)
- University procedures www.studentcomplaints.admin.cam.ac.uk
- the Students' Union : www.cusu.co.uk/about/complaints.
- Matters outwith the College's control – please refer to the relevant body

Deadlines for making a complaint:

- complaints should be made within 28 days of the matter arising, or within 21 days of the conclusion of Stage 1), where you think that Local Resolution is appropriate. Complaints made after these deadlines will be considered late;
- if you wish the College to consider a late complaint then you will need to include a valid reason and evidence for lateness in addition to your complaint. You will then be informed either that your reason for lateness has been considered valid or that your complaint is out of time.

Things to remember when submitting a complaint:

- complete all sections of the form and include all evidence you wish to be considered by the College;
- You should not include unnecessary information about other people in your request;
- submit all documents to senior.tutor@st-edmunds.cam.ac.uk, or where this relates to the Senior Tutor, masters.office@st-edmunds.cam.ac.uk;
- you will receive a response, by email, within a week and this will outline any subsequent timescale for response.
- If you are unsure or have any questions about the procedure you can contact the Tutorial Department.

I. Complete your personal details

Surname/Family		Title:	
First/Given name(s):			
Email/CRSid:			
Degree/Course of study:			
Start date of course:		Year of study:	
Dept/Faculty:			

2. **Do you require reasonable adjustments to be made to this process or correspondence to be sent to an authorised representative because of your disability** (if yes, please provide details of the adjustments or authorised representative and evidence of your disability)?

3. **If your complaint is about a matter that took place over 28 days ago, or it has been over 28 days since Local Resolution was attempted, please confirm your reason for lateness** (you need to include evidence of your reason).

4. **Please state the College Department(s) or person(s) who are the subject of the complaint.**

5. **Please state clearly and concisely the nature and key points of your complaint.** Describe what has happened to give rise to the complaint; include key events, dates and other details.

6. **Please state what action has been taken to try to resolve the complaint through stage I of the Procedure or explain the reasons why this is inappropriate.** Give details with dates and provide copies of relevant documentation.

7. Please provide a list of all items of evidence that you have submitted to be considered as part of the complaint, including any witness statements. The evidence that you supply must be complete, relevant and proportionate.

Evidence	Author of Evidence	Date of Evidence	Relevance of Evidence

8. Please state what outcome you are hoping to obtain following your complaint

9. Statement by Student (please tick to indicate your agreement with each statement):

I have read and understood the Blue Book, Section 2.19	
I agree to the College handling my complaint and personal information in accordance with the Policy on the use of personal information as notified. This will include sharing a copy of my complaint with staff, Fellows or other students involved in the complaint, so that they can respond to all aspects of my complaint.	
I confirm that any statement included in my application from someone supporting my complaint has been provided with the explicit consent of that person and their understanding that this information will be shared in accordance with the Procedure.	
I understand that I should inform you immediately if any part of my review is being dealt with in a Court or Tribunal, or any other body.	
I declare that the information I have given on this form is true, correct and complete, to the best of my knowledge.	
<p>Signed: _____</p> <p>Date: _____</p>	

Submit this form and all evidence to senior.tutor@st-edmunds.cam.ac.uk

You will receive a formal acknowledgment of your complaint normally within 7 days.