

# **GROUP STUDENT COMPLAINT FORM**

**Stage 1: Formal Resolution**

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| This form is for use by a **group of students** at Stage 1 of the University’s Student Complaints Policy and Procedure. Before completing this form, you are strongly encouraged to read the following documents:* **Student Complaints Policy and Procedure**
* **Student Complaints Policy and Procedure ‘Guide for Students - Your Questions Answered’**

Before completing this form you should have attempted to resolve your Complaint under through early resolution with the School/Department where the issue(s) arose.The form should be submitted to the Student Casework Office via email. Please remember to attach any documentary evidence.  Please note that any documents supplied as part of your Complaint will not be returned. You should complete all relevant sections as any omissions may result in a delay with your Complaint being processed.     |

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| **1.     PERSONAL/COURSE DETAILS** |
| **Name of group spokesperson and correspondent:***Please provide the full name of the individual who will be acting as the spokesperson and correspondent on behalf of the group.* |       |
| **Address of group spokesperson and correspondent:** |       |
| **Telephone number(s) of group spokesperson and correspondent:** |       |
| **Email address of group spokesperson and correspondent:***This is the address that the Student Casework Office will use to communicate with regarding the case.* |       |

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| **School:***(Please select as appropriate)* | [ ]  School of Health & Life Sciences[ ]  Teesside University International Business School[ ]  School of Computing, Engineering & Digital  Technologies[ ]  School of Social Sciences, Humanities & Law[ ]  School of Art and Creative Industries[ ]  Teesside University London[ ]  Other  *Please state:*       |
| **Course of Study:***For example BSc (Hons) Psychology* |       |
| **Studying on a Professional Apprenticeship:** | [ ]  Yes [ ]  No |
| **Mode of Study:** | [ ]  Full Time [ ]  Part Time [ ]  Research [ ]  Sandwich |
| **Type of Study:** | [ ]  Undergraduate [ ]  Postgraduate [ ]  Other |
| **Level of Study:** | [ ]  4 [ ]  5 [ ]  6[ ]  7[ ]  Other  |

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| **2. EARLY RESOLUTION**  |
| **Have you tried to resolve this Complaint using early resolution?** |
| [ ]  Yes [ ]  No (please go to Section 3) |
| **With whom?** |
|       |
| **When was this?** |
|       |
| **Please explain why you are not satisfied with the response you have received (please attach copies of any relevant documentation):** |
|       |
| **3. NATURE OF GROUP COMPLAINT** |
| **Please outline the group complaint in as much detail as possible:** |
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| **Please list all the documents that are attached to support the group complaint:** |
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| **4. OUTCOME SOUGHT** |
| **Please indicate below what would be a satisfactory outcome to the group complaint:** |
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| **5. INVOLVEMENT OF AN ADVISER** |
| **If the group has sought advice from the Students’ Union please state the name of the person who provided the advice:** |
|       |
| **If the group gives permission for the University to discuss the group’s case with the above named person please indicate below.** |
| [ ]  Yes [ ]  No The Student Casework Office is not able to communicate with the Students’ Union regarding the case without consent. |

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| **6. PRIVACY NOTICE AND DECLARATION**  |
| Any Personal Data provided by you and any member of the group in this Application Form or as an attachment, will be processed by the Student Casework Office for the purposes of logging, coordinating, progressing and facilitating resolution of the matter(s) complained about. The Student Casework Office will only process the Personal Data to the extent necessary to enable the proper administration of the case. This may include sharing Personal Data with staff and/or Panels within Schools/Departments/Partners Institutions or requesting information from them. It may also include sharing information relating to an individual with others in the group.  If you, or any member of the group, has submitted information regarding their health and wellbeing, including details of any disability or learning difficulty, as part of the Application, this is classed as ‘Special Category Data’, and we are required to obtain this person’s express consent to process this information. Withdraw of consent to the University processing Special Category Data can be made at any time. For further information regarding how Personal Data will be used please refer to the University’s Privacy Policy for Students which can be found on the Legal Statements page of the University’s website;<http://www.tees.ac.uk/sections/about/public_information/copyright.cfm?display=privacy>I declare that:* The information provided on this Application Form and any accompanying documentation is true to the best of my knowledge;
* I have read and understood the University’s Privacy Notice for Students and agree to the processing of Personal Data as set out above and as provided for in the University Privacy Notice for Students, including Special Category Data;
* Specifically, I acknowledge that Personal Data, including Special Category Data where applicable, may be shared with other group members for the proper administration of this case;
* Where I (or the relevant group member) have submitted Personal Data regarding a third party I/they  have obtained written consent from that individual to share their Personal Data and I/they have provided this with our Application, or the Personal Data has been anonymised;
* This form and any supporting documentation is submitted with the full knowledge and consent of all group members.
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| **Signatures, Student Numbers and printed names of group complainants:***If there are more than 8 group complainants, please provide signatures, student numbers and full names of all complainants on a clearly labelled separate sheet.* |  | **Full Name** | **Student Number** | **Signature***(not necessary if submitted electronically)* |
| 1. |       |       |  |
| 2. |       |       |  |
| 3. |       |       |  |
| 4. |       |       |  |
| 5. |       |       |  |
| 6. |       |       |  |
| 7. |       |       |  |
| 8. |       |       |  |
| **Dated:** |       |

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| **CHECKLIST**Before returning this form you are advised to check the following:* The group have read and understood the Student Complaints Policy and Procedure in particular the Privacy Notice and Declaration.
* The group have completed all relevant fields on this Application Form.
* The group have fully and clearly stated what you consider to be a satisfactory outcome.
* The Student Casework Office has been contacted if any member of the group has any specific requirements relating to a disability or specific learning difficulty, which you wish the Student Casework Office to be aware of.
* The accompanying sheets have been clearly labelled.
* All relevant documentary evidence to support the complaint are included.
* Where the group has submitted Personal Data regarding a third party they have obtained written consent from that individual to share their Personal Data and have provided this with the Application, or they have anonymised the Personal Data.
* You have kept a copy of this Application Form for your records.
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**TO SUBMIT YOUR COMPLAINT**

**Email:** sco@tees.ac.uk