

# **STAGE 1 STUDENT COMPLAINT FORM**

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| This form is for use 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 DETAILS** |
| **Name:***Please provide the full name as stated on your Student Card.* |       |
| **Date of Birth:** |       |
| **Student Number:***You will have been provided with this at enrolment and will find it on your Student Card.* |       |
| **Address:** |       |
| **Telephone Number:***Please provide the best number to contact you on.* |       |
| **Contact Email Address:***This is the address that the Student Casework Office will use to communicate with you regarding your Complaint.* |       |
| **Disability or Learning Difficulty:** *Should you have any specific requirements relating to a disability or specific learning difficulty please indicate any adjustments you feel you need to access this process.*  |       |
| **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 YOUR COMPLAINT** |
| **Please outline your Complaint in as much detail as possible:** |
|       |
| **Please list all the documents that you are attaching to support your Complaint:** |
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| **4. OUTCOME SOUGHT** |
| **Please indicate below what you consider would be a satisfactory outcome to your Complaint:** |
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| **5. INVOLVEMENT OF AN ADVISER** |
| If you have sought advice from the Students’ Union please state the name of the person who provided you with advice: |
|       |
| If you give permission for the University to discuss your case with the above person please indicate below: |
| [ ]  Yes [ ]  No The Student Casework Office is not able to provide documentation or communicate with the Students’ Union without your consent. |

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| **6. PRIVACY NOTICE AND DECLARATION** |
| Any Personal Data provided by you 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 your Personal Data (which may include sharing Personal Data with staff and or Panels within Schools/Departments/Partner Institutions or requesting information from them) to the extent necessary to enable the proper administration of your case. If you have submitted information regarding your health and wellbeing, including details of any disability or learning difficulty, as part of your Application, this is classed as ‘Special Category Data’, and we are required to obtain your express consent to process this information. You are able to withdraw your consent to the University processing your Special Category Data at any time. For further information regarding how your 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 I agree to the processing of my Personal Data as set out above and as provided for in the Privacy Notice, including Special Category Data;
* where I have submitted Personal Data regarding a third party I have obtained written consent from that individual to share their Personal Data and have provided this with my Application or I have anonymised the Personal Data.
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| **Signed:**  |  |
| **Date:** |  |

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| **CHECKLIST**Before returning this form you are advised to check the following:* you have read and understood the Student Complaints Policy and Procedure in particular the Privacy Notice and Declaration;
* you have completed all relevant fields on this Application Form;
* you have fully and clearly stated what would be a satisfactory outcome;
* you have identified whether you have any specific requirements relating to a disability or specific learning difficulty (should you wish to discuss your requirements please contact the Student Casework Office);
* you have clearly labelled any accompanying sheets;
* you have included all relevant documentary evidence to support your Complaint;
* where you have submitted Personal Data regarding a third party you have obtained written consent from that individual to share their Personal Data and have provided this with your Application, or you have anonymised the Personal Data;
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**TO SUBMIT YOUR COMPLAINT**

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