

## STUDENT COMPLAINT APPLICATION PACK (STAGE 1) (Effective from 8 August 2025)

This pack contains the following information:

1. Student Complaints Policy and Procedure 'Guide for Students – Your Questions Answered'
2. Student Complaint Form: Stage 1: Formal Resolution
3. Student Complaints Policy and Procedure

Whilst the Student Casework Office can assist you with this process, you are strongly encouraged to seek independent advice from an Adviser in the Students' Union before submitting your Application Form.

An Adviser can be contacted by emailing [suss@tees-su.org.uk](mailto:suss@tees-su.org.uk).

