

# Student Complaint Form

This form is to be completed in support of Stage 2 of the University's Student Complaints Procedure.

Please read the [Student Complaints Procedure](#) before completing this form.

In investigating your complaint, LSBU will take every care to safeguard your privacy and confidentiality. However, any member of staff mentioned in the complaint will be made aware of the issues raised and will have an opportunity to comment on them. In addition, it may be necessary to share your complaint with other individuals within the University if we require further information.

Please note that it is expected that you first attempt to resolve the complaint informally (this should be within three months of the event(s) about which you are complaining). If you remain dissatisfied you should submit a formal Stage 2 complaint within one month of the outcome to a Stage 1 informal complaint.

## 1. Personal Detail

Name

Student Number

School

Programme of study

Contact address

Contact telephone number

Contact email address

Dates of the event(s) about which you are complaining

## **2. Stage 2: formal complaint**

Please set out the reason(s) why the complaint is being made and specify:

- a. who or what is being complained about;
- b. the events that took place in chronological order; and
- c. the consequences that you believe you have suffered as a result

Add additional sheets as necessary

N.B. Should you wish to provide additional supporting documents, please attach these to this form.

### **3. Stage 1: informal complaint details**

Please summarise your attempts to resolve your complaint informally at Stage 1.

Have you had a conciliation meeting?      Yes                      No

To whom was the initial complaint made:

Date of meeting:

Why do you remain dissatisfied with the response to your Stage 1 complaint?

#### **4. Desired outcome or remedy**

Please indicate the outcome you seek in making this complaint.

*N.B. LSBU will make every effort to resolve all complaints to the student's satisfaction but please note that it may not be possible in all cases.*

## 5. Attached documents

Please list any documents supplied in the space below and attach them to this form or include as additional attachments via email.

- a.
- b.
- c.
- d.

## 6. Data protection

I hereby consent for any sensitive/confidential personal data, such as counselling records, held by the University to be made available to the Student Complaints Officer for use as evidence or supporting documentation as appropriate. I understand that as part of the investigation into my complaint, the Student Complaints Officer may be required to share this information with other LSBU staff on a need-to-know basis.

**I declare that to the best of my knowledge all of the information I have supplied is true, accurate and complete.**

**I give my consent for information in this Student Complaint form and attached documents, and personal data held elsewhere within the University, to be shared with relevant members of University staff on a need-to-know basis for the purpose of investigating my complaint.**

Signature

Date

**N.B. Should you require advice or assistance in completing this form, or in relation to any other aspect of LSBU's Student Complaints Procedure, please contact any of the following: LSBU's Student Life Centre, LSBU's Students' Union or LSBU's Disability and Dyslexia Support Services.**

Please submit the completed form to the Student Complaints Officer, London South Bank University, Technopark, 90 London Road, SE1 6LN.

Alternatively, you can email the form to [mitchen5@lsbu.ac.uk](mailto:mitchen5@lsbu.ac.uk).