

STUDENT COMPLAINTS PROFORMA

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Approved by	Quality Assurance Committee
Awarding Body Reference	Student Complaints Proforma of Bath Spa University
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What is a Student Complaint?

ESL Student Complaints Procedure provides you with an opportunity to raise, individually or collectively, matters of proper concern without fear of disadvantage, and in the knowledge that privacy and confidentiality will be respected.

Have you tried Informal Resolution?

Most complaints should be capable of being resolved informally. This is because it is at the level of immediate contact that problems can most quickly be resolved. Informal resolution is taken very seriously by ESL.

You should raise the matter informally within 2 weeks of becoming aware of the issue with either the member of staff concerned or that person's immediate supervisor or manager. Matters of concern should be raised at the earliest opportunity and in any case no later than four weeks from the complainant becoming aware of the event, or sequence of events, giving rise to the complaint. Only exceptionally, and at the ESL's discretion, will a complaint raised after this timeframe be considered.

You may like to seek assistance from the ESL's Student Support Department which is designed to help bring about an informal resolution, including identifying the appropriate member of staff to approach.

What do you need to do if you need to take the matter further?

If you find the complaint cannot be resolved informally, you may request a Formal Investigation by writing to the Principal (andrew@elizabethschool.com) within 4 weeks of the end of the attempt to resolve the matter informally.

This form is to help you provide the information that ESL needs to arrange for your formal complaint to be investigated.

Personal Details

Your Full Name

Your Student Number

Your programme or course

We will use your student email address for correspondence. If you wish ESL to use another email address to communicate with you, please give it here:

Your complaint

Please give a brief summary of the relevant issues which you raised in your complaint.

Please make clear the School/ Department in which the issue(s) arose.

It would be helpful if you could also give a **brief** summary of the key events with dates and try to describe the events chronologically.

Informal Resolution

Please outline briefly how the complaint was handled informally including what you did to try to resolve the issue informally. Please include the relevant dates.

Why the Informal Resolution was considered unsatisfactory?

Set out the reasons why you are not satisfied with the Informal Resolution

What you want done about your complaint

Please explain what you would like ESL to do to address your complaint.

What documents do you need to provide?

Please enclose copies of:

- Communications that set out the results of the informal resolution if there were any.
- Any other documents relevant to your complaint

You should provide any **relevant** information you refer to (for example letters or emails).

However, if there is no other relevant information relating to your complaint this will not prevent any investigation.

If you are not able to find the information, do not delay sending your form indicating if you plan that further information is to follow. The information can be provided during the investigation.

Do you plan to provide any further information? **Yes/No**

Please do not send original documents; send copies of all documents and keep the originals for your records.

Where do I send my complaint form?

Please send your completed form by email to the Principal to:

andrew@elizabethschool.com

I would like ESL to undertake a formal investigation of my complaint. I understand a copy of this form and any information and evidence I provide will be shared with the School/Centre or Department concerned to enable a response to be made.

Signature:

If submitting by email, type in your name.

Date:

What happens next?

You should receive an acknowledgement of your form within five working days. We may need to clarify with you aspects of your complaint.

Once any clarification that is needed has been addressed, you will then be contacted about the how the investigation of your complaint will be undertaken.

You will have an opportunity to comment on any response made by the School/Centre or Department.