

You should complete this form if you want to formally raise concerns related to academic matters but not academic results, the University's actions or lack of action, or about the standard of service provided by or on behalf of the University.

Before completing this form and beginning formal procedures, you should first have attempted to resolve the matter informally (also referred to as early resolution). Support and advice is available from a number of sources – try speaking to your tutor, personal tutor, or supervisor. Student Services and/or the Students' Union Advice Centre will also provide confidential and independent advice.

YOUR PERSONAL DETAILS

Full Name	
Student Number	

UNIVERSITY OF SUFFOLK

Telephone number			
Email address			

NOTE: Acknowledgement of receipt of your form and any progress updates will be sent to your University of Suffolk email address

SECTION C ± YOUR COMPLAINT

C1: What does your complaint relate to? Please provide details of your complaint

[Empty text area for providing details of the complaint]

SECTION D ± SUPPORTING EVIDENCE

Please list below the evidence you are attaching to support your complaint

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SECTION E ± DECLARATION

I confirm that the information given on this form and in supporting documents is true to the best of my knowledge and belief.

I agree that my complaint may be disclosed to relevant members of the University for purposes of the extent necessary for its consideration.

I authorise the reviewer(s) of this complaint to consider this form and any relevant information held by the University to the extent necessary for the consideration of complaint.

Signed	
Date	

Where to submit your formal complaint

Once completed, this form and your supporting evidence should be submitted to the Office for Student Appeals, Complaints and Conduct (OSACC)

Email: osacc@uos.ac.uk

Post: Office for Student Appeals, Complaints and Conduct
 University of Suffolk
 Waterfront Building
 Neptune Quay
 IPSWICH, IP4 1QJ

For more information about complaints and how your complaint will be processed, please