

Stage 1 Complaint Form

**This form is for the use of Designated Officers for handling complaints within a College/Service Area only**

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| Name |  | | |
| Student ID Number |  | Level of Study |  |
| College |  | | |
| Department |  | | |
| Programme |  | | |
| Email Address |  | | |
| **Student Complaint Submission** | | | |
| In this section, please provide a copy of the original email in which the student submitted their complaint | | | |
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| In this section, please provide the full record of conversation provided to you by the member of staff who met with the student | | | |
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| In this section, please provide any other relevant information i.e. any action to be taken beyond that agreed in the meeting (if applicable) | | | |
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This form comprises the full College/Service Area response to your Stage 1 Complaint. If you are dissatisfied with the outcome or action taken, you may pursue a formal complaint through the Student Complaints Procedure. A copy of this procedure and how to submit a complaint can be found [here](https://www.brunel.ac.uk/life/supporting-you/student-complaints-conduct-and-appeals/complaints).

Please note, a Stage 2 Complaint should be submitted to [student-complaints@brunel.ac.uk](mailto:student-complaints@brunel.ac.uk) within 21 days of the date on which you receive this form, and no more than three months after the issue about which you are complaining.