

Complaints Action Form



Please read note (a) at the bottom of the form before completing.

Name	
Registration Number	

Course		Year of Study:	
School			
Address for correspondence			
Telephone Numbers	Home:	Mobile:	

Please give brief details here of your complaint. Your complaint must be summarised even if you attach supporting documents.

Please give an indication of your desired outcome?

What evidence you offer in support of your case?

SIGNATURE: \_\_\_\_\_ DATE \_\_\_\_\_

Notes:

- (a) Before completing this form you should attempt to have the issue addressed at the point at which it occurred, namely;
  - (i) if you have a complaint about an academic matter you should take this up first with your Personal Tutor or School Manager.
  - (ii) If you have a complaint regarding a non-academic issue you should, wherever possible, seek redress from the individual or service concerned, or from their immediate superior/manager.
- (b) Please inform us immediately of any changes to your contact details.
- (c) The completed form should be returned to your school or Head of School in the first instance. If your complaint has not been addressed to your satisfaction by the school, the form should be sent to the Student Complaints Officer: **Student Complaints Officer, Student Services, Brunel University, Uxbridge, Middlesex, UB8 3PH**