*This complaint form must be filled in electronically and emailed to the Student Appeals, Complaints and Conduct team on* *complaints@keele.ac.uk* *using your Keele University email account. You must send any items of evidence to support your complaint by attaching them to your email with the completed complaint form. Printed items of evidence can be scanned and submitted by email.*

*If you no longer have an active Keele University email account, please use the non-Keele account the University will have on record for you. The Student Appeals, Complaints and Conduct team may ask you to provide further evidence to verify your identity.*

*If you are having problems submitting your complaint form electronically, please email the Student Appeals, Complaints and Conduct team on* *complaints@keele.ac.uk* *for guidance. If you need this form in another format, please tell the Student Appeals, Complaints and Conduct team on the same email address.*

*You can find guidance for students on the complaints procedure at* [*www.keele.ac.uk/studentcomplaints*](http://www.keele.ac.uk/studentcomplaints)*.* ***We strongly recommend that you check this guidance before you submit a formal complaint.***

*All of the boxes in this form should expand to fit the text you enter. The size of the boxes does not imply a word limit. However, if you can give a clear, concise description of any issues this will help the University to look into any problems thoroughly and in good time.*

**SECTION A
*Personal and Programme Information***

|  |  |
| --- | --- |
| Forename(s): |  |
| Family Name / Surname: |  |
| Name by which you are normally known, if different from the above: |  |
| Student Number: |  |
| Programme of Study: |  |
| Level of Study: |  |
| Address to which any paper correspondence should be sent: |  |
| Keele University email address: |  |
| Alternative email address if Keele email is no longer accessible: |  |

**SECTION B**

***What your complaint is about***

*Please note that the formal complaints procedure is controlled by* [*Regulation B7: Complaints*](https://www.keele.ac.uk/regulations/regulationb7/)*.*

*The Regulation covers complaints from students who are taught at Keele or at a partner institution relating to:*

1. *Any University policy, procedure or regulation;*
2. *Academic and non-academic services (excluding academic judgement);*
3. *Academic and non-academic facilities;*
4. *The conduct or actions of a member or members of staff;*
5. *Misinformation regarding academic programmes, University services and facilities;*
6. *Keele Postgraduate Association.*

*The Regulation and procedure do NOT cover complaints relating to:*

1. *Academic judgement, examination board decisions and appeals committee decisions;*
2. *Disciplinary and academic misconduct decisions;*
3. *Any external commercial business operating on University premises but not acting on behalf of the University;*
4. *Other students of the University;*
5. *Keele University Students’ Union (complaints must be directed to the Students’ Union).*

|  |
| --- |
| Please check the relevant box/boxes to indicate the nature of your complaint (in Microsoft Word, click on the box to place a check inside it, or underline/highlight): |
| ☐ Actions of an academic staff member☐ Actions of a non-academic / support / technical staff member☐ Issues with facilities within School / University☐ Issues with learning resources provided e.g. handouts, reading lists, KLE☐ Issues relating to reasonable adjustments provided☐ Something else - please explain this **briefly**, you will describe your complaint in full in a later section of this form: |

**SECTION C
*Date of Complaint and Early Resolution***

|  |
| --- |
| The University expects issues to be reported no less than 8 weeks after the events concerned, so that problems can be looked into and resolved as soon as possible. Did the issues take place within the last 8 weeks? (Please underline / highlight) |
| Yes / No |
| If you have answered **No**, please explain why you believe your complaint should still be considered beyond the normal 8-week deadline. This explanation must focus on why you were unable to make your complaint within the normal 8 weeks, and not what your complaint is about. You **must** support your reasons with valid evidence and attach these with your complaint form. If you do not have supporting evidence, please explain why. It is your responsibility to provide evidence and you should not rely on the University gathering evidence internally on your behalf. |
|  |

|  |
| --- |
| The University also expects that before a formal complaint is submitted, normally you will have tried to resolve your complaint through the Early Resolution stage of the complaints procedure. Details on Early Resolution and how to contact the relevant Early Resolution Officer can be found at [www.keele.ac.uk/studentcomplaints](http://www.keele.ac.uk/studentcomplaints).Have you tried to resolve your complaint through Early Resolution? (Please underline / highlight) |
| Yes / No |

|  |
| --- |
| If you have answered **No**, please explain below why the University should instead consider your complaint at the formal stage, and then go directly to Section D of this form: |
|  |
| If you have answered **Yes**:1. You normally have 10 days to submit a formal complaint after getting the outcome of your Early Resolution complaint. If you are submitting your formal complaint after this deadline, please explain in the box below why it should still be considered.

**And** 1. Please explain why you are not satisfied with the outcome of your Early Resolution complaint in the box below. This includes cases where your Early Resolution complaint has been rejected as being out of time.You **must** attach your original Early Resolution complaint and the email(s) from the Early Resolution Officer confirming their decision on your Early Resolution complaint.

If your explanation below refers to new evidence that was not available when your Early Resolution complaint was dealt with, please ensure that you provide this by attaching it to your email with this form.If you do not include the relevant items of supporting evidence, your formal complaint may be rejected. |
|  |

**SECTION D
*Description of your complaint, your evidence and what you want the University to do***

|  |
| --- |
| If you have already taken your complaint through Early Resolution and answered the relevant questions in **Section C**, **you do not need to complete this section**.If you have **not** taken your complaint through Early Resolution and believe your complaint should be dealt with at the formal stage of the process, please describe your complaint in the box below. Your description should be clear, accurate and constructive, and include all of the relevant information. |
|  |
| **You must provide evidence that is specific and directly relevant to your complaint alongside this form.** This will ensure that the University has received everything you want it to consider. You should not rely on the University gathering evidence internally on your behalf. If you provide evidence after submitting this form without good reason the University may decide not to take it into account. **You must send evidence as attachments with your emailed form or enclosed with your form if sending by post. Do not copy-and-paste evidence into this form. Please list all evidence in the box below and explain how it supports your complaint.** If there is evidence that you plan to provide but do not yet have, please explain what this evidence is, and when you will provide it. Your complaint will not be dealt with until all evidence has been received. |
|  |
| Please explain what you believe the University should do to resolve your complaint. |
|  |

**SECTION E1 INDIVIDUAL COMPLAINTS ONLY
*Consent and declaration*** *If you are making a group complaint, please do not complete this section and instead go to Section E2.*

Before submitting this form:

* Please ensure that you have read and understood Regulation B7 and the accompanying guidance for students, which can be found at [www.keele.ac.uk/studentcomplaints](http://www.keele.ac.uk/studentcomplaints)
* **Please tick here** (or underline/highlight)to consent to the University processing any sensitive personal data you have provided in your complaint in accordance with the accompanying guidance and privacy notice.
* **Please tick here** (or underline/highlight) to confirm that where you are providing personal and/or sensitive information about another person, you have told that person you are doing this and have told them how the information will be processed.

This form and accompanying evidence can be submitted by email to complaints@keele.ac.uk. If you send this form using your Keele University email account, there is no need to send a signed copy of this form by post. If you no longer have access to your Keele University email, your complaint can still be sent by email as long as you use the personal email address the University has on its records.

If submitting this form by post is the only option for your complaint, please send it to Student Complaints, Academic Registry, Innovation Centre 1, Keele University, Newcastle-under-Lyme, Staffordshire ST5 5NB. If you are sending this form by post, please advise the Student Appeals, Complaints and Conduct team of this by email on complaints@keele.ac.uk. They will then reply with further guidance where needed.

Once your form has been received, you will receive an acknowledgement from a member of the Student Appeals, Complaints and Conduct team by email. You will then receive further email updates on how your complaint will be dealt with by the University. We recommend that you check your email inbox on a regular basis.

**I declare that the information that I have given on this form and the accompanying documents is true.**

**Signed: Date:**

 **SECTION E2 GROUP COMPLAINTS ONLY
*Consent and declaration***

If you are submitting a complaint on behalf of a group of students, please note the following:

* The declaration must be signed individually / confirmed by **all** students making the complaint; and
* This section **must** then be scanned (or a suitably clear photograph taken) and returned by email as an attachment. The printed original **must** be retained in case the University needs you to submit it via post later.

or
* If it is not practical for a printed copy of this section to be returned to the Complaints team, each individual student taking part in the complaint must email the University on complaints@keele.ac.uk using their Keele email address (or the non-Keele address the University has on its records) and confirm their consent and declaration as listed below.
* If a student is identified in a complaint but does not either sign this section or email the University to confirm, they will not be included in any consideration of the complaint.

Allstudents making this complaint should have read and understood Regulation B7 and the accompanying guidance for students, which can be found at [www.keele.ac.uk/studentcomplaints](http://www.keele.ac.uk/studentcomplaints).

This declaration applies to all members of the group making the complaint. As a result, please ensure this has been discussed and clearly agreed within the group before submitting the form. The Student Appeals, Complaints and Conduct team are happy to give guidance on this where needed, and contact details can be found on the web page linked above.

* **I declare that the information given on this group complaint represents my concerns accurately, that the information given is true and that any accompanying documents are true.**
* **I consent to the University processing any *sensitive personal data* I have provided in this group complaint in accordance with the accompanying guidance and privacy notice.**
* **I confirm that where I am providing personal and/or sensitive information *about another person*, I have told that person I am doing this and have told them how the information will be processed.**

If you do not consent to the University processing your sensitive personal data as part of this group complaint, or you intend to provide personal and/or sensitive information about another person and you have not told them that you are doing this, please email the Student Appeals, Complaints and Conduct team on complaints@keele.ac.uk to ask for guidance. **Please do not send the information in question.** The team will then work to identify a way forward for your information to be taken into account in the group complaint.

|  |  |  |
| --- | --- | --- |
| **Please print name:** | **Signature:** | **Student Number:** |
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**Date:**

**SECTION F**

***Privacy Notice and how we will process your information***

The information that you give in your complaint, together with any supporting evidence, will be processed by the following:

* **Members of the Student Appeals, Complaints and Conduct Team** who process your complaint;
* **Representatives from the relevant School(s), Research Institutes, Faculties, Services and Directorates** and other parts of the University who may be asked for information relating to your complaint. The information will only be given to those staff who are able to respond to the issues raised. If a full investigation is held into your complaint a report will be made based on the information given by staff. You will have sight of this report before any final decision on your case is made.
* Any other person or service named in your complaint who we may need to contact to check the issue you have raisede.g.Finance, Disability Services**,** I.T. Services**.**
* **Head of Student Appeals, Complaints and Conduct,** who will consider your complaint to decide whether it is eligible under Regulation B7, and in straightforward cases offer a resolution to your case;
* **Academic Registrar, and Deputy Academic Registrar,** who will consider your complaint if it is eligible for a full investigation, and after a full investigation write to you confirming their decision on your case.

We may contact the organisation that has issued any supporting documentation to verify authenticity. Other than verification checks of this type, your data will not be shared with any third parties without your further consent.

Our legal basis to process your complaints data

The provision of a complaints process is provided as part of the contract we have with our students, and as part of our public task as a University.

Where you have provided any sensitive personal data (Special Category[[1]](#footnote-1) and data related to criminal convictions and offences) we will need your explicit consent in order to process this information (please see Section E). If you do not consent to us processing your sensitive personal data, then we will remove this data from your submission and this will not be considered. If you do not wish certain personal information to be made known, you must explain this in either Section C or Section D when describing your complaint.

Personal Data of others

Please do not submit any unnecessary personal information, particularly about third parties. If you do decide to give information and any supporting evidence about another person, it is your responsibility to tell that person that you have done this and how the University will be processing their information.

How long we will retain your data

As stated In the University’s retention schedule, information regarding your complaint will be kept securely for 6 years following the last action on the case.

Further privacy information

The University’s full Student Privacy Notice, which contains further information and details your rights (including withdrawing consent), can be found at: <https://www.keele.ac.uk/privacynotices/>

1. This includes data related to your health, racial or ethnic origin, religious or philosophical beliefs, trade union membership, sex life, sexual orientation, or genetic/biometric data. [↑](#footnote-ref-1)