STUDENT COMPLAINT FORM

This form is to be completed and sent to the Student Complaints and Mediation Manager at student-complaints@bristol.ac.uk.   Advice on completion of the form can be obtained from the [Bristol SU | A Union for all students](https://www.bristolsu.org.uk/) Academic Advice Service in the Students Union at: bristolsu-advice@bristol.ac.uk.

Students who have a complaint relating to any form of sexual misconduct, or other potentially criminal behaviour, can contact the Student Resolution Service direct for help and advice or to submit a formal complaint at srs-casework@bristol.ac.uk.

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| **1. PERSONAL DETAILS** |
| **Full Name**: | Click or tap here to enter text. | **Student ID No:** | Click or tap here to enter text. |
| **Programme and Year of Study**(e.g. BSc (Hons) Psychology 1st Year) | Click or tap here to enter text. |
| **Address for correspondence in connection with the Complaint***(In the case of a Group Complaint, please attach a list of names and email addresses of all complainants)* |
| Click or tap here to enter text. |
| Click or tap here to enter text. |
| Click or tap here to enter text. |
| Click or tap here to enter text. |
| **Postcode:** | Click or tap here to enter text. | **Telephone number:** | Click or tap here to enter text. |
| **Email Address:** | Click or tap here to enter text. |
| **PLEASE NOTE:** | **The University will communicate with you about your complaint through your University email address unless otherwise specified. It is important that you keep your contact details up to date and notify the Student Complaints Manager of any changes.**  |
| **2. COMPLAINT DETAILS (please refer to the** [**Student Complaints Procedure**](https://www.bristol.ac.uk/media-library/sites/secretary/documents/student-rules-and-regs/Student-Complaints-Procedure.pdf) **when completing** **your form)** |
| 2.1 | Outline of your complaint, including dates of actions.*Please attach any correspondence that you have had concerning your complaint and all other relevant documentation.* |
|  | Click or tap here to enter text. |
| 2.2 | Does your complaint relate to a disability that you have previously disclosed to the University?If so, please specify: |
|  | (a) The nature of the disability | Click or tap here to enter text. |
|  | (b) The date of disclosure | Click or tap here to enter text. |
| 2.3 | Please explain the steps you have taken to resolve your complaint informally. |
|  | Click or tap here to enter text. |
| 2.4 | Please explain why it has not been possible to resolve your complaint informally. |
|  | Click or tap here to enter text. |
| 2.5 | Please indicate what outcome or further action you are hoping for. |
|  | Click or tap here to enter text. |
| **PLEASE NOTE THAT IF THE REASON FOR YOUR COMPLAINT IS NOT CLEAR THIS FORM WILL BE RETURNED TO YOU WITH A REQUEST FOR CLARIFICATION WHICH MUST BE ANSWERED WITHIN SEVEN DAYS.** |

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| **3. DECLARATION** |
| I declare that the information given in this form is to the best of my knowledge true, and that I would be willing to answer further questions relating to it if necessary. |
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|  Signed: | Click or tap here to enter text. |  Date: | Click or tap to enter a date. |  |
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