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Student Complaint Form

This form is to be completed when submitting a formal student complaint under the [Student Complaints Procedure](https://www.bristol.ac.uk/media-library/sites/secretary/documents/student-rules-and-regs/Student-Complaints-Procedure.pdf). Submission of a complaint must be made within 30 days from the date of the matter(s) complained about (see section 1.6 of the [Student Complaints Procedure](https://www.bristol.ac.uk/media-library/sites/secretary/documents/student-rules-and-regs/Student-Complaints-Procedure.pdf)). Students who are seeking to submit a complaint outside of the prescribed 30-day deadline must complete a [Late Complaint Request Form](https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Fwww.bristol.ac.uk%2Fmedia-library%2Fsites%2Fsecretary%2Fdocuments%2Fstudent-rules-and-regs%2Fstudent-late-complaint-form.docx&wdOrigin=BROWSELINK), which must be sent to the University Secretary at: [university-secretary@bristol.ac.uk](mailto:university-secretary@bristol.ac.uk).

Please send this completed form to the Student Complaints and Mediation Manager (SCMM) at: [student-complaints@bristol.ac.uk](mailto:student-complaints@bristol.ac.uk). Advice on completing the form can be obtained from the [Bristol SU Academic Advice Service](https://www.bristolsu.org.uk/support/academic-advice) in the Students Union.

Formal complaints regarding any form of [sexual misconduct](https://bristol.ac.uk/students/support/wellbeing/report-unacceptable-behaviour/sexual-misconduct/), or any other potentially unlawful behaviour by a student, should be sent to the Student Resolution Service at: [srs-casework@bristol.ac.uk](mailto:srs-casework@bristol.ac.uk). Sexual misconduct complaints must be submitted using the [Report of Sexual Misconduct Form](https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Fbristol.ac.uk%2Fmedia-library%2Fsites%2Fstudents%2Fdocuments%2Fallegations-of-sexual-misconduct-form-students.docx&wdOrigin=BROWSELINK). Students may also submit this anonymously via the [‘Report Anonymously’](https://reportandsupport.bristol.ac.uk/report/anonymous) online portal. Support and advice with completing forms in relation to sexual misconduct or other potentially unlawful behaviour can be obtained from the Student Resolution Service.

[Reports](https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Fwww.bristol.ac.uk%2Fmedia-library%2Fsites%2Fsecretary%2Fdocuments%2Fstudent-rules-and-regs%2FUnacceptable-Behaviour-Form-for-Staff.docx&wdOrigin=BROWSELINK) of any form of sexual misconduct or unlawful behaviour by a member of staff should be sent to the SCMM at: [student-complaints@bristol.ac.uk](mailto:student-complaints@bristol.ac.uk). The SCMM will send your report to Human Resources (HR) to be dealt with under the relevant HR Procedure.

Wellbeing support can be accessed by completing the [Wellbeing Request Form](https://bristol.ac.uk/students/support/wellbeing/request-support/).

**Section 1:**

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| **Personal details:** |
| |  |  | | --- | --- | | **Date:** | Click or tap here to enter text. | | **Title:** | Click or tap here to enter text. | | **Forename:** | Click or tap here to enter text. | | **Surname:** | Click or tap here to enter text. | | **Student number** (7-digit number on UCard): | Click or tap here to enter text. | | **Fee status** (home or overseas): | Click or tap here to enter text. | | **Level of study** (UG/PGT/PGR): | Click or tap here to enter text | | **Year of study** (eg. year 2/recent graduate): | Click or tap here to enter text. | | **Mode of study** (full-time or part-time): | Click or tap here to enter text | | **Faculty and School** (eg. Faculty of Engineering, School of Electrical, Electronic and Mechanical Engineering): | Click or tap here to enter text. | | **Email addresses** (University and alternative contact): | Click or tap here to enter text. | |

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| **Complaint details:**  **Section 2:** |
| **Date of the matter you wish to complain about:**  *For example: “I want to complain about an incident that occurred in my University accommodation on 20th January 2024”.*  Click or tap here to enter text. |
| **Brief summary of** your **complaint:**  Click or tap here to enter text. |
| **Steps taken to resolve your complaint informally:**  *For example: “I met with the Residential Life team on 28th January 2024 to discuss the issues I have been experiencing in my Halls of Residence”.*  Click or tap here to enter text. |
| **Why it was not possible to resolve your complaint informally:**  Click or tap here to enter text. |
| **Have you attached all relevant evidence in support of your request?**  *Please clearly list all documents provided and ensure your accompanying files are named to match this list (eg: “GP letter dated 12/05/2024”). Evidence must support the reason for your complaint and relate to the time period in question.*  *If you are unable to provide the relevant evidence with your complaint form, please specify when you will be able to provide it. Please note that we cannot begin processing your complaint until all documents have been received.*    YES NO |
| **What outcome are you seeking?**  Click or tap here to enter text. |
| **Does your complaint relate to a disability that you have previously disclosed to the University?**  *If yes, please specify the nature of the disability and the date of disclosure.*  Click or tap here to enter text. |
| **Is there a wellbeing or visa concern that we need to be aware of?**    *Should you have any questions regarding your student visa, please contact the* [*Student Visas*](http://www.bristol.ac.uk/directory/visas/contacts/) *team*. *Wellbeing support can be accessed by completing the* [*Wellbeing Request Form*](https://bristol.ac.uk/students/support/wellbeing/request-support/)*.*  Click or tap here to enter text. |
| **I declare that the information given in this form is true, to the best of my knowledge, and that**  **I would be willing to answer any further questions relating to it if necessary.**  Signed:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

**Section 2:**

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| **Additional Information:** |
| * **Student visa holders - Please note that lodging a complaint does not extend your immigration permission in the UK as a student.** If your student visa is due to expire prior to receiving a decision on your complaint, you are still expected to leave the UK before your visa expires. Should you have any questions regarding your student visa, please contact the [Student Visas](http://www.bristol.ac.uk/directory/visas/contacts/) team. |