

Student Complaint Progression Form

This form is to be completed when progressing a formal student complaint to the **University Stage** of the [Student Complaints Procedure](https://www.bristol.ac.uk/media-library/sites/secretary/documents/student-rules-and-regs/Student-Complaints-Procedure.pdf) (see section 6). Progression of your complaint to the University Stage must be made within 14 days (including weekends) of the date of the Local Stage outcome.

Complaints where a requested outcome has been implemented or agreed at the Local Stage may not be progressed to the University Stage.

Please send the completed form to the Student Complaints and Mediation Manager at: 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 Student Union.

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

**Section 1:**

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| **Personal details:** |
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| **Date:** | Click or tap here to enter text. |
| **Title** (Mr. Ms. Mx)**:** | 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 |
| **Mode of study** (full-time or part-time): | Click or tap here to enter text |
| **Faculty** (e.g. Faculty of Engineering):**School** (for academic complaints e.g. Computer Science): | 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 Local Stage outcome:**Click or tap here to enter text. |
| **Are you introducing any new documentary evidence that was not provided at the Local Stage of your complaint? All evidence must relate to your complaint.**YES [ ]  NO [ ]  |
| **If yes, please clearly list the new pieces of evidence. Please ensure your accompanying files are named to match this list (eg: “GP letter dated 12/09/2023”). Evidence must support your complaint and relate to the time period in question.***Examples of evidence may include (but are not limited to) – a letter from a medical practitioner confirming a diagnosis; a police incident report form and crime reference number; relevant email correspondence/screenshots.**If you are unable to provide the relevant evidence with your complaint progression form, please specify when you will be able to provide it. Please note that we cannot begin processing your complaint until we have received all documents.*Click or tap here to enter text. |
| **Does the new evidence introduce any new information that was not disclosed at the Local Stage of your complaint? If yes, please clearly summarise this below.***Please note that new information may only be considered if a clear explanation is provided as to why this was not made available at the Local Stage.*Click or tap here to enter text. |
| **Please insert your University Stage response below (i.e. the reasons you disagree with the Local Stage decision).*****Please ensure this response does not exceed 500 words.*** *The Bristol SU Academic Advice Team can assist with the preparation of your response, if required (bristolsu-advice@bristol.ac.uk)*Click or tap here to enter text. |
|  **What outcome are you seeking from your complaint at the University Stage?**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* [*Student Visas*](http://www.bristol.ac.uk/directory/visas/contacts/). *Wellbeing support can be accessed by completing the* [*Wellbeing Access 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 [Student Visas](http://www.bristol.ac.uk/directory/visas/contacts/).
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