**Student Complaints**

**Formal Investigation Complaint Form**

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**Queries**

Please read the guidance below before beginning to fill in this Form.

For queries by telephone, by email, or in person please contact:

Student Cases Team

Academic Registry

Student Administration Building

Edge Hill University

St Helens Road

Ormskirk

L39 4QP

Telephone: 01695 657248

Email: [Complaints@edgehill.ac.uk](mailto:Complaints@edgehill.ac.uk)

Send the completed Form and supporting evidence to: [Complaints@edgehill.ac.uk](mailto:Complaints@edgehill.ac.uk). Alternatively you can send, or take, hard copies of your Form and evidence to the address above.

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**Guidance**

**Please read the Student Complaints Procedure and relevant Student Guidance before you fill in this Form.**

**Accessibility**

If you require a copy of this Form, or any of the documents it refers to, in hard copy or any other format please contact the Student Cases Team at:

[Complaints@edgehill.ac.uk](mailto:Complaints@edgehill.ac.uk) .

**When do I use this Form?**

Use this Form if you would like your complaint to be formally investigated.

If your complaint is a Group Complaint, please use the Group Complaint Form.

We encourage students to try and resolve complaints quickly and locally through informal Early Resolution. If you have not tried to resolve your complaint through Early Resolution please consider trying to do so. The Student Complaints Procedure contains information on how to do deal with a complaint informally.

If your complaint is serious or complex, or you do not want to try Early Resolution, you can use this Form to request a Formal Investigation.

If you have tried Early Resolution and are dissatisfied with the outcome then you can use this Form to ask for a Formal Investigation.

**Do I need to send anything with this Form?**

Yes.

Please send any evidence you have in support of your complaint. For example, evidence could include documents, email or other correspondence. We will use the information you provide to investigate your complaint.

**Where can I get help, guidance, or support?**

The [Edge Hill Students’ Union](https://www.edgehillsu.org.uk/) is an independent organisation and provides free advice, guidance and representation.

The [Inclusion Team](https://www.edgehill.ac.uk/studentservices/inclusive/) is based in Catalyst and can provide help and support for students who have disabilities. They can advise you about reasonable adjustments to the Student Complaints Procedure to remove any disadvantage that would otherwise be caused.

The Student Cases Team manages the complaints process. They can answer any general queries you have about how to make a complaint and how the process operates.

**Is there a time limit to make a complaint?**

Yes.

If you have left the University you must start your complaint within **one month** of leaving.

If you have already tried to resolve your complaint through Early Resolution, we must receive this Form **within 14 calendar days** of the date we informed you of the outcome of Early Resolution.

If you are starting your complaint at the Formal Investigation stage, we must receive this Form within **three months** of the date you were first affected by the subject matter of your complaint.

We do not routinely extend time limits unless there are exceptional reasons for doing so. If you have a disability which affects your ability to comply with usual time limits, the University may make a reasonable adjustment to procedures to remove any disadvantage you might otherwise be caused.

Further information is contained in the Student Complaints Procedure and in the range of Student Guidance notes.

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**Student Complaints**

**Formal Investigation Complaint Form**

We will contact you about your complaint by email using your University email address. If you have left the University, and your University email account is no longer active, we will contact you using the email address you provide.

If you need us to contact you by a different method, please contact the Student Cases Team.

|  |  |
| --- | --- |
| **1** | **Contact information** |
|  | **Name** |
|  | **Address and postcode** |
|  | **Telephone number** |
|  | **Email address**  Please only provide an email address if you are no longer a current student. |
|  | **Is your complaint about your programme of study?**  Tick one box.  Yes Please go straight to section 2.  No Please tell us which University service your complaint is about in the box below. |
|  | **The University service I am complaining about is:** |
|  |  |
| **2** | **Your programme of study** |
|  | **What is the name of your programme of study** |
|  | **What year of study are you in?** |
|  | **Are you a full-time or part-time student?**  Tick one box.  Full-time student Part-time student |
|  | **What is your student registration number?** |
|  |  |
| **3** | **Accessibility** |
|  | **Do you have a disability which may impair you in making your complaint?**  Yes Go to the box below.No Go to Section 4 |
|  | **Have you declared your disability to the Inclusion Team?**  Yes Go to the box below.No We advise you to contact the Inclusion Team for advice and support. |
|  | **Do you give consent for the Inclusion Team to share information about your disability with the Student Cases Team?**  It is helpful for the Inclusion Team to share information with us so we can consider making reasonable adjustments to our process and Procedure.  Yes Go to Section 4. No |
|  |  |
| **4** | **Your complaint** |
|  | **Did you start your complaint informally through Early Resolution?**  Tick one box.  No Please continue to the box below ‘Summary of complaint’  Yes What date were you informed of the outcome of Early Resolution?    Date:  Now go to the box below ‘Summary of complaint’ |
|  | **Summary of complaint**  Please provide a short summary of your complaint in this box. |
|  | **Detail of your complaint and supporting evidence**  Please use the box at the back of this Form to provide a detailed explanation of your complaint.  Use as much space as you need, the box will expand as you type. |
|  |  |
| **5** | **Resolution** |
|  | **What resolution are you seeking to your complaint?** |
|  |  |
| **6** | **Signature and confirmation** |
|  | **Important:**  By signing this Form you are declaring that the information you have provided about your complaint is true to the best of your knowledge and belief. |
|  | **Signature**  Please sign here. Typing your name is acceptable. |
|  | **Date** |
|  |  |

**IMPORTANT:**

* **Remember to write the detailed explanation of your complaint on the pages that follow.**
* **Remember to send us any evidence you would like us to consider.**

**Please send your completed Complaint Form and evidence to:**

[Complaints@edgehill.ac.uk](mailto:Complaints@edgehill.ac.uk)

We will acknowledge receipt of your complaint and advise you of who has been appointed to investigate it.

Occasionally, it is not possible to complete our investigation within usual time frames. We will tell you about any delay and inform you regularly about progress.

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| --- | --- |
|  |  |
|  | **Detailed explanation of complaint:**  Use as much space as you need, the box will expand as you type.  It will help you, and us, if you write your explanation in chronological order including dates when you can. |