**Student Complaints**

**Group Complaint Form - Early Resolution or Formal Investigation**

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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

Send the completed Form and supporting evidence to: 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**

**Before you fill in this Form, please read the Student Complaints Procedure and relevant Student Guidance.**

**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 .

**When do I use this Form?**

Use this Form if you are making a complaint on behalf of a group of students. If your complaint is an individual one, please use the Formal Investigation Form.

If you are making a Group Complaint you must use this Form whether you are seeking Early Resolution or requesting a Formal Investigation.

We encourage students to try and resolve complaints quickly and locally through informal Early Resolution. If the Group has not tried to resolve the complaint through Early Resolution please consider trying to do so.

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.

**Are there any special rules for dealing with Group Complaints?**

Yes.

* The Group must nominate a **Lead Student** to make the complaint on its behalf.
* The **Lead Student** should complete this Form on behalf of the Group.
* The **Lead Student** must liaise with all other students in the Group, collect evidence, and provide regular feedback to the Group.
* Once the Group Complaint Form has been submitted, we do not normally allow other students to join the Group.
* The **Lead Student** is the University’s single point of contact about the complaint, we will communicate with the **Lead Student** and send all correspondence and documents to the **Lead Student**.
* If there are meetings with the University about the Group Complaint, usually only the **Lead Student** will attend on behalf of the Group.

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

Yes.

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

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

The [Edge Hill Students’ Union](https://www.edgehillsu.org.uk/) is an independent organisation and can provide 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 any of the students in the Group has left the University you must make the Group complaint within **one month** of them leaving.

If the Group has already tried to resolve the complaint through Early Resolution, you must make sure we receive this Form **within 14 days** of the date we informed you of the outcome of Early Resolution.

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

We do not routinely extend time limits unless there are exceptional reasons for doing so. If the Lead Student, or a member of the Group, has a disability which affects their ability to comply with usual time limits, the University may make reasonable adjustments to procedures to remove any disadvantage that 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**

**Group Complaint Form – Early Resolution or Formal Investigation**

As the Lead Student making the complaint for the Group, we will contact you 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 using a different method please inform the Student Cases Team.

|  |  |
| --- | --- |
| **1** | **Contact information** |
|  | **Lead Student’s Name** |
|  | **Address and postcode** |
|  | **Telephone number** |
|  | **Email address** Please only provide an email address if you are no longer a current student. |
|  | **Is the Group Complaint about a programme of study?**Tick one box. Yes No Please tell us which University service your complaint is about in the box below. |
|  | **The University service I am complaining about is:** |
|  |  |
| **2** | **Early Resolution or Formal Investigation?** |
|  | Please tell us how you would like us to deal with your Group Complaint.Tick one box.Early ResolutionFormal Investigation |
|  |  |
| **3** | **Who is part of the Group Complaint?** |
|  | You must tell us who is part of the Group Complaint whether you are seeking Early Resolution or a Formal Investigation.At the end of this Form, you will find a table to fill in. We ask you to provide this information so we know who is a member of the Group Complaint.You must make sure you have the permission of every person to include them in the complaint.**Remember to complete the table before you submit the Group Complaint Form.** |
|  |  |
| **4** | **Lead Student’s details** |
|  | **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?** |
|  |  |
| **5** | **Accessibility** |
|  | **As Lead Student, do you have a disability which may impair you in making the Group Complaint?**Yes Go to the box below.No Go to Section 6 |
|  | **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 6. No **If a member of the Group has a disability which may affect your ability to deal with the complaint on behalf of the Group, please contact the Student Cases Team for advice.** |
|  |  |
| **6** | **The Group’s complaint** |
|  | **Summary of the Group Complaint**Please provide a short summary of the complaint in this box.  |
|  | **Detail of the Group Complaint and supporting evidence**Please use the box at the back of this Form to provide a detailed explanation of the Group Complaint. Use as much space as you need, the box will expand as you type. |
|  |  |
| **7** | **Resolution** |
|  | **What resolution is the Group seeking to the complaint?** |
|  |  |
| **8** | **Signature and confirmation** |
|  | **Important:**By signing this Form you are declaring that the information you have provided about the Group’s complaint is true to the best of your knowledge and belief. You are also confirming that all students named in the Group Complaint have consented to you making this complaint on their behalf, and to you acting as their representative during the complaints process. |
|  | **Signature**Please sign here. Typing your name is acceptable. |
|  | **Date** |
|  |  |

**IMPORTANT:**

* **Remember to write the detailed explanation of the Group Complaint on the pages that follow.**
* **Remember to complete the table of members of the Complaint Group.**
* **Remember to send us any evidence you would like us to consider.**

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

Complaints@edgehill.ac.uk

We will acknowledge receipt of the 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.

|  |  |
| --- | --- |
|  |  |
|  | **Detailed explanation of the Group 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. |

**Complaint Group**

**Please provide a list of all students who are part of the Group making this complaint.**

If you need to, please copy and paste another table to the end of this Form.

|  |  |  |  |
| --- | --- | --- | --- |
| **Student Name**(please write full-name used to register as a student) | **Student Registration Number** | **Programme of study**(the name of the course) | **Year of programme**(for example, 1st year) |
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