

Student Complaint Form

This form is designed for use with the college's Student Complaints Procedures. The Procedures can be found at the resources section in the learning portal.

Please ensure that you have read and understood Student Complaint Procedures before completing this form. You should also check that this is the correct procedure to use. The Complaints Procedure does not deal with academic judgement. You may find that the Appeals procedure is more suitable. If you require any advice on using the Complaints Procedure you should contact support@sbusinesslondon.ac.uk.

You are expected to attempt to resolve matters that you are concerned about informally, before submitting a formal complaint except in exceptional circumstances. An informal approach should be made to the person responsible for that service, such as a Head of Department or the manager of a service unit.

When you have completed this form, please return it to Student Complaints, School of Business London, 35 New Broad Street, London, EC2M 1NH or email to support@sbusinesslondon.ac.uk.

SECTION ONE – YOUR DETAILS:

FIRST NAME(S)		TITLE
FAMILY NAME		
ID NUMBER		
PROGRAMME OF STUDY		
ADDRESS FOR CORRESPONDENCE (INCLUDE POSTCODE)		
Daytime Phone Number		
EMAIL ADDRESS		

SECTION TWO – YOUR COMPLAINT:

PLEASE SET OUT BELOW THE KEY POINTS OF YOUR COMPLAINT

What documented evidence do you have to support your complaint? e.g. Medical certificate, e-mails , course handbook, etc.

<i>Type of evidence</i>	<i>Date</i>

Who did you approach to resolve your complaint informally? What action if any taken to remedy your complaint?

<i>Name</i>	<i>Action Taken</i>	<i>Approximate Date</i>

Why are you dissatisfied with the informal outcome?

Who else have you discussed this complaint with?

<i>Name</i>	<i>Dept/Admin Office/Faculty</i>	<i>Approximate Date</i>

How do you propose that your complaint could be resolved to your satisfaction?

SECTION THREE – TIME LIMITS:

The completed complaints form should be lodged with the Complaints Team within the time limits detailed in the Complaints Procedure (no later than 90 days after the incident has happened.) An extension of these time limits will only be possible in exceptional circumstances, such as illness. If your complaint has been made outside of these time limits please detail below the reason for this and provide evidence where available.

SECTION FOUR – DECLARATION:

Have you submitted an Academic Appeal as well? Yes

No

In accordance with the GDPR we are required to obtain your consent for the following:

- a) to hold the information that you have provided on an electronic database;
- b) to disclose the information that you have provided to authorised members of college, their legal advisers or where the law requires, as necessary for the reasonable purposes connected with the investigation of your complaint.
- c) be aware that where a complaint relates to specific individuals, those named have the right to be shown the complaint .

Please sign below to confirm that the information you have provided is accurate to the best of your knowledge, and to indicate your consent for the information provided to be used as detailed above.

Signed

Dated