This form should be used by students to submit a formal complaint. It must be completed in full and supported by relevant evidence. For information please see the procedure document and ensure that you have read the FAQ’s at the end of the form.

The College defines a complaint as “an expression of dissatisfaction by one or more students about an action or lack of action by the College, or about a standard of service provided by or on behalf of the College.”

This form and evidence must be submitted to [student.complaints@imperial.ac.uk](mailto:student.complaints@imperial.ac.uk) within **15 College working days** of the informal stage outcome. Ensure that you have understood the requirements of the procedure and seek support from the Imperial College Union, your personal tutor or departmental administration team.

**In submitting the complaint, you consent to the College using and sharing your personal data to resolve the issue. Please see the declaration section for further information.**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Personal Details** | | | | | | | | |
| Forename: | |  | Surname: | |  | | | |
| CID no: | |  | Department: | |  | | | |
| Programme of Study: | |  | Year of study: | |  | | | |
| Contact email address: | |  | | | | | | |
| **Request for reasonable adjustments to Student Complaints Procedure** | | | | | | | | |
| **I do not wish to request reasonable adjustments**: | | | | | | | |  |
| For those students that consider that they may require reasonable adjustments due to a disability or chronic condition please complete the section below. A member of the team will contact you to discuss this. | | | | | | | | |
| I have a disability/ chronic condition for which I am registered with the Disability Support Services | | | | | | | |  |
| I have a disability/ chronic condition BUT I am not registered with the Disability Support Services | | | | | | | |  |
| The adjustments to the process that I consider I need to fully engage with the complaints procedure are: | | | | | | | | |
|  | | | | | | | | |
| **Information about the informal stage**  Please explain in the box below any steps you have taken to address the issues raised in your complaint informally with the relevant area/department. Include the names of staff and attach any correspondence that you have had with them. | | | | | | | | |
|  | | | | | | | | |
| **Date of informal outcome:** please include the correspondence confirming the outcome with your submission. | | | | | |  | | |
| **Formal Complaint submission:**  Please use the box below to describe the reason for your complaint. You must clearly and concisely explain what you feel has gone wrong and any action that you have taken. | | | | | | | | |
|  | | | | | | | | |
| **LATE SUBMISSIONS ONLY**  A complaint is considered late if it is submitted beyond 15 College working days of the informal outcome. If you are submitting your complaint late, you must use the box below to explain why you believe that your complaint should still be accepted. | | | | | | | | |
|  | | | | | | | | |
| **Evidence/supporting documentation**  Please list all the documents that you are providing to support your complaint. Where documents are to follow please indicate when they will be provided. | | | | | | | | |
| 1 |  | | | | | | | |
| 2 |  | | | | | | | |
| 3 |  | | | | | | | |
| 4 |  | | | | | | | |
| 5 |  | | | | | | | |
| **What do you want to see happen if your complaint is successful?**  Please use the box below to describe what action you want to be taken if your complaint is successful. | | | | | | | | |
|  | | | | | | | | |
| **Privacy statements**   1. The College will only share the information in this complaint with those that are required to respond, or those members of the College that will consider the complaint. 2. The full information that is contained in the complaint submission will only be held for the period as outlined in the College [retention schedule](https://www.imperial.ac.uk/media/imperial-college/administration-and-support-services/records-and-archives/public/Retention-Schedule-version-2010.pdf). 3. Fully anonymised data may be retained after this date for the continuous improvement of processes and procedures, for example analysis of types of cases and outcomes, or for training purposes. No individual will be identifiable from this data.   **Student Declaration**  Please note that if this section is incomplete, the complaint cannot be considered.  As the complainant, by submitting this form and supporting documentation: | | | | | | | | |
| * I declare that the information given is true and accurate to the best of my knowledge. | | | | | | | |  |
| * I declare that I have consulted the Student Complaints Procedure prior to completing the form. | | | | | | | |  |
| * I agree to the information and documentation in this form being shared in order for the College to fully consider the complaint. I note that this may include those required to respond to the grounds I have raised. | | | | | | | |  |
| Student signature:  *Typed is sufficient* | |  | | Date | | |  | |

**Advice and guidance**

Below are a series of frequently asked questions about the complaints process.

1. **Where can I get support to make a complaint?**

There are a number of places you can seek support or advice such as your tutor, the Disability Advisory Service or the Imperial College Union Advice Centre. Please ensure you access support as this may be the only opportunity for you to make a complaint, and you need to make sure you have completed it to the best of your ability.

1. **Is there a ‘best’ way to present my case?**

Each case if different but general advice is:

* + - **Read the procedure and any guidance in full** before starting.
    - **Write everything down** in a draft first statement to ensure that you have all the information about your complaint.
    - **Don’t withhold information because you are embarrassed or don’t want to share it for whatever reason.** The College can’t consider what it doesn’t know.
    - **Don’t include information that is irrelevant**, your main points could get lost.
    - Use this information to produce a timeline, information presented chronologically is easier to follow.
    - **Identify any documents/evidence** from your timeline that you will need to support the complaint.
    - Once you have completed the form **run through the procedure again**, with your notes, to ensure that you have covered everything you needed to say.
    - **Ask someone you trust**, such as a friend or relative or a member of the Imperial College Union Advice Centre **to review your statement**.
    - Remember that the panel/caseworker is not an expert in you or your programme. **You need to explain, don’t assume they will understand**.
    - **Make sure you meet the deadline**. If you are waiting for a document or information it is better to submit what you have and state when you expect to be able to send it on. Late submissions are likely to be rejected.

1. **Can a complaint be raised for me by someone else?**

No, not normally. As you are an adult, under UK law the College cannot discuss your case with anyone else including your parents, partner etc. unless we have your specific written permission to do so. Please see the section of the procedure regarding support and representation.

1. **What happens once I have submitted the formal complaint?**

The complaint will be reviewed by a caseworker to make a decision if it is eligible. They will write to you (by email) to explain their decision and what will happen next. If it is eligible, you and the department/service may be asked for more information to collate into a report about the complaint.

1. **How long will it take?**

This will depend on the complexity of your complaint and the availability of the relevant staff. Normally within 10 working days of a complaint being accepted for investigation you will receive the outcome.

1. **What happens if my complaint is successful?**

The investigator will make recommendation(s) for action by the College/department with regards to your complaint. This will take into account the College and any programme specific requirements/ regulations and therefore may not appear to directly correspond to any requests you have made.

1. **What happens if my complaint is not successful?**

If your formal complaint is not successful, you may consider raising a request for a review (stage 3) of the Student Complaints procedure. The purpose of the review stage is to ensure that the procedure has been followed correctly, that the outcome was reasonable, or to consider any new material information that could not have been provided earlier for valid reasons.