

**COMPLAINTS HANDLING PROCEDURE (CHP) FOR STUDENTS, PROSPECTIVE STUDENTS AND MEMBERS OF THE PUBLIC**

**COMPLAINT FORM**

**Information for all complainants**

If you have a complaint about a matter which is the responsibility of SRUC, please complete this form, which should help you to set out the relevant issues clearly. It will also enable us to investigate your complaint and address the matter as quickly as possible. Information on SRUC’s procedure and related guidance is available at [insert hyperlink to complaints page].

**Information for students only**

If you are a student (or recent student), we strongly encourage you to speak to your campus senior tutor, Education Office or Students Association representative before completing this form. They have experience of supporting students with complaints and can help you to decide whether making a complaint is the best course of action, or whether another procedure may be more appropriate. They can also explain how the complaint procedure works and what the potential outcomes may be.

**Contact information for support**

Students considering making a complaint can consult the SRUC Students Association or the Education Office. Contact details are available from the following link:

<http://www.sruc.ac.uk/info/120179/student_life>

Once completed, this may be submitted by e-mail to [complaints@sruc.ac.uk](mailto:complaints@sruc.ac.uk) or by post to:

**The Investigations Manager**

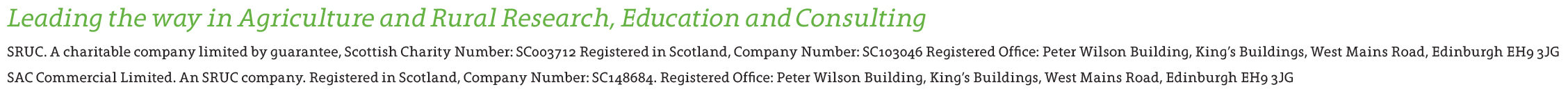
**Professional Services**

**SRUC**

**Kings Building**

**West Mains Road**

**Edinburgh EH9 3JG**



**1. Personal Details**

|  |  |
| --- | --- |
| First Name: |  |
| Last name: |  |
| Name of company or organisation (if appropriate) |  |
| Address: |  |
| Email: |  |
| Telephone: |  |
| Programme of Study :  ***(for students only)*** |  |
| Matriculation No:  ***(for students only)*** |  |

If a representative has been appointed, please provide the details of the representative:

|  |  |
| --- | --- |
| First Name: |  |
| Last name: |  |
| Name of company or organisation (if appropriate) |  |
| Address: |  |
| Email: |  |
| Telephone: |  |
| Please indicate if you would like your representative copied into correspondence  with you regarding your complaint: Yes/No | |

In order to investigate the complaint it will be necessary to reveal the identity of the complainant to individuals other than the recipient of this form. Every effort will be made to ensure complaints are handled with discretion and information about individual complaints will only be shared with those who need access for a legitimate SRUC purpose.

Please sign below to indicate that you understand that details of the complaint will be provided to individuals where this is deemed necessary by the investigating staff.

|  |  |
| --- | --- |
| Signed |  |
| Date |  |

**2. Your Complaint**

a. Please provide a summary of your complaint below (300 words max).

|  |
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|  |

b. *For complaints that have already been addressed through Stage 1 of the CHP:*

Please state why you are not satisfied with the consideration of your complaint at Stage 1. (200 words max)**.**

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|  |

c. Please explain how you would like your complaint to be resolved (200 words max).

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|  |

**3. Supporting documentation**

|  |  |
| --- | --- |
| Do you wish to submit any supporting documentation for consideration? | Yes/No |

|  |  |
| --- | --- |
| If “Yes”, please tick here to indicate that what you have submitted is complete |  |

|  |  |
| --- | --- |
| Signature: |  |
| Date: |  |