

Checklist for writing your complaint

✓	Check that you have.....
	Considered discussing concerns with the Students' Union.
	Read the Privacy Statement (relating to the General Data Protection Regulations (GDPR) introduced May 2018): https://my.cumbria.ac.uk/Student-Life/Student-Policies-and-Procedures/
	Considered early resolution, by contacting the service or programme team directly.
	<p>Checked that your concerns are within scope and time (Policy S3) ie. are about:</p> <ul style="list-style-type: none"> • An action or lack of action on the part of the University • The delivery of a course of study • The delivery of a service provided by the University. <p>And were no more than 3 months ago. If they are, you are advised to explain why you did not raise them sooner.</p> <p>If you are making a group complaint – you should read the guidance online: https://my.cumbria.ac.uk/Student-Life/Support/Responding-to-your-concerns/Complaints-Procedure/ All students in the complaint should read the Privacy Statement.</p>
	<p>Written your complaint on a Student Complaint form available from https://my.cumbria.ac.uk/Student-Life/Support/Responding-to-your-concerns/Complaints-Procedure/</p> <p>Please make sure you complete all the sections of this form to ensure we are aware of any disability/spld or separate submissions of ECs or an Academic Appeal etc.</p>
	Set out your concerns for consideration as clearly as possible. This is helpful to understand your concerns and to ensure the most relevant Investigating Officer is identified.
	<p>It is your responsibility to include evidence to support your complaint. Not doing so may mean your complaint is ineligible for consideration.</p> <p>Evidence might include, but is not limited to:</p> <ul style="list-style-type: none"> • A report by another person (this person must know you are doing this and sign the report) • Copies of emails or other communications • Copies of or links to handbooks etc.
	Set out your preferred remedy in the event the complaint is upheld. Please see S1 of the Student Complaints Policy for more information about remedy.
	Checked all sections of the form have been completed. Have you noted whether or not you have a disability/spld, or have also submitted an Academic Appeal, or Extenuating Circumstances etc?
	Send your complaint to the Student Procedures Team: studentprocedures@cumbria.ac.uk .