

## Student Complaint Form

Use this form to explain the details of your complaint. Your complaint should be submitted to the Compliance Team ([studentprocedures@cumbria.ac.uk](mailto:studentprocedures@cumbria.ac.uk)) no later than 3 months after your concerns first arose. Your complaint will be assessed for eligibility (Procedure Section 4) and you will be updated with the outcome of that assessment.

**You must provide evidence to support your complaint and you should include the evidence when you submit this form.**

We may not be able to accept additional information at a later time.

If you have any technical problems with this form, either contact [studentprocedures@cumbria.ac.uk](mailto:studentprocedures@cumbria.ac.uk), or include all information as a text file in Word or in the body of an email.

**Please read the Privacy Notice online: <https://my.cumbria.ac.uk/Student-Life/Student-Policies-and-Procedures/> which explains how the University will use any data, including sensitive personal data, that you provide or may be collected in relation to your complaint. By sending us your complaint, you are confirming you have read, understood and agree with the Notice.**

<b>Your Name</b>		<b>Student Number</b>	
<b>Level of study</b>		<b>Programme Title</b>	
<b>Contacting you.</b> We will use your student email address. <b>If this is a complaint made by a group of students</b> , give the name of <u>one</u> agreed point of contact. You should refer to the online guidance for making group complaints.		Point of contact for Group Complaints:	
<b>Complaint relates to:</b>	Delivery of a course of study Delivery of a University service Action or lack of action on the part of the University Unfair treatment during an assessment process Behaviour of a University staff member Behaviour of a University student	Other, please state:	
<b>Delete those that do not apply</b>			
<b>Have you separately submitted Extenuating Circumstances or an Academic Appeal?</b> If yes, the outcome of this complaint may be referred to the EC Panel or Secretary of the Appeals Panel.			<b>Yes / No</b>
<b>Do you have a disability or specific learning difficulty</b> you would like us to be aware of when considering your complaint?		<b>Yes / No</b> If yes, please give details of adjustments that will assist you during the complaint procedure.	
<b>Students' Union.</b> We recommend you contact the Students' Union for independent, confidential and free advice and guidance when making your complaint. Details online via: <a href="http://www.ucsu.me/support">http://www.ucsu.me/support</a>			
Would you like all correspondence related to your complaint to also be sent to your Students' Union caseworker via <a href="mailto:SUadvice@cumbria.ac.uk">SUadvice@cumbria.ac.uk</a> ?			<b>Yes please</b> <b>No thanks</b>
<b>Have you already attempted to resolve your concerns?</b> If yes, include details below.			<b>Yes / No</b>
Details of informal complaint steps:			
<b>Details about your complaint: NB: You must include all information/evidence with this form.</b> Explain your concern, when they happened, how they have impacted on you. If particular modules or assessments are affected, please state the module title and code. List any documents included to support your complaint, if applicable. Use the online <b>Checklist for Writing your complaint</b> as a prompt.			

**Is there a specific remedy or redress that you would like the investigator to consider, if your complaint is upheld?**  
(Requested remedy will be considered where all or part of the complaint is upheld. Remedy is at the discretion of the complaint investigator and is not guaranteed).

**Signed** (Student)

**Date:**

**Send your completed form and all evidence supporting your complaint to [studentprocedures@cumbria.ac.uk](mailto:studentprocedures@cumbria.ac.uk)**  
If you require an alternative format of this form, please contact [studentprocedures@cumbria.ac.uk](mailto:studentprocedures@cumbria.ac.uk).