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| **Important Information – Please Read** | |
| Please read the Student Complaints Policy and Procedure at Student Complaints Procedure | [Pre 27th January Regs](https://my.cumbria.ac.uk/Student-Life/Student-Policies-and-Procedures/Previous-versions-of-Student-Policies-and-Procedures-pre-January-2025-/) / [Post 27th January Regs](https://my.cumbria.ac.uk/Student-Life/Student-Policies-and-Procedures/)  This form is designed to capture important information regarding your complaint. Please include as much information as possible to ensure we are able to fully consider your complaint.  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 linked above.  Complaints relating to activity which took place before 27 January 2025 will follow the University Complaints Procedure in place at the start of 2024/25. Complaints relating to activity which took place on or after 27 January 2025 will, with student consent, follow the updated Complaints Procedure.  **Send your completed form and all evidence supporting your complaint to** [**studentprocedures@cumbria.ac.uk**](mailto:studentprocedures@cumbria.ac.uk) | |
| **Section 1: Your details** | |
| **Your name** (as appears on your student record) |  |
| **Your Preferred name**  **(**If different to your student record**)** |  |
| **Your Pronouns**  **(**[**why do we ask this**](https://pronouns.org/what-and-why)**)** |  |
| **Your student number** |  |
| **Course of study** |  |
| **Level of study** |  |
| **Contact email address\*** |  |

\*for group complaints, please provide the name of one agreed point of contact

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| **My complaint is about:**  **(delete as appropriate)** | * 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 | | | |
| **If other, please state:** |  | | | |
| **Have you separately submitted Extenuating Circumstances or an Academic Appeal?**  (If yes, the outcome of this complaint may be referred to the EC Panel or Secretary of the Appeals Panel.) | | | Yes |  |
| **Do you have a disability or specific learning difficulty you would like us to be aware of when considering your complaint?** | | | Yes |  |
| **Please describe any adjustments you require or would like to request:** | | Please Complete | | |
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| **Students’ Union.** We recommend you contact the Students’ Union forindependent, confidential, and free advice and guidance when making your complaint. Details online via: <http://www.ucsu.me/support> | | | | |
| **Would you like all correspondence related to your complaint to also be sent to your Students’ Union caseworker via** [**SUadvice@cumbria.ac.uk**](mailto:SUadvice@cumbria.ac.uk)**?** | | | Yes | No |

**Section 2: Your complaint**

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| **Have you already attempted to resolve your concerns?** | Yes | No |
| **If so, please describe how:**  *I spoke to…*  *I emailed…*  *I contacted…* | | |
| **Details about your complaint:**  Please ensure you include your concern, when it/they happened, and the impact. Please be specific and name modules, members of staff, and/or other students involved. List any documents you have supplied to support your complaint. | | |
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| **How could the University make things right for you?**  Please list any outcomes you would like us to consider. Remedies will be considered where all or part of the complaint is upheld. Remedy is at the discretion of the complaint investigator and University policies and regulations; we cannot guarantee that your requested remedy will be actionable. In these cases, we will contact you to discuss alternative remedies. | | |
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**Section 3: Evidence**

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| The Complaints process is evidence-based so it is expected that you will submit appropriate evidence to support your complaint, where possible. Please list the evidence you are supplying below and ensure they are attached to the email with this form. Please add additional rows if needed.  **If you are submitting evidence that contains the data or details of another individual, you must have their consent to use this information or redact it appropriately.** | |
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**Section 4: Declaration**

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| **Only required for complaints relating to activity which took place on or after 27 January 2025** | |
| I consent to following the updated Complaints Procedure (January 2025). | Yes / No |

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| **Signed** |  | **Date** |  |

**Send your completed form and all evidence supporting your complaint to** [**studentprocedures@cumbria.ac.uk**](mailto:studentprocedures@cumbria.ac.uk)