

Student Complaint Form



Important Information – Please Read

Please read the Student Complaints Policy and Procedure at [Student Complaints Procedure | Pre 27th January Regs / Post 27th January Regs](#)

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

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)	
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

My complaint is about: (delete as appropriate)	<ul style="list-style-type: none">▪ 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:	

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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		

Students' Union. We recommend you contact the Students' Union for independent, 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?	Yes	No
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Section 2: Your complaint

Have you already attempted to resolve your concerns?	Yes	No
If so, please describe how: <i>I spoke to...</i> <i>I emailed...</i> <i>I contacted...</i>		
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.		
How could the University make things right for you?		

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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

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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2	
3	
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Section 4: Declaration

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

Signed		Date	
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Send your completed form and all evidence supporting your complaint to
studentprocedures@cumbria.ac.uk