

**Complaint Form**

If you have a complaint about a matter which is the responsibility of the University and you have not been able to resolve it by raising the issue directly with the Faculty or Professional Service area concerned, please submit a completed version of this form using the contact details below. Before completing the form please read through our Complaints Handling Procedure and Guide on Making a Complaint at [www.stir.ac.uk/complaints](http://www.stir.ac.uk/complaints).

You should submit any documentary evidence to support your complaint with this form. Evidence submitted should be as concise as possible and relevant to the complaint. Unreasonable quantities of evidence or evidence which is deemed not to be relevant to your complaint may not be considered.

Please note that we take the confidentiality of complainants seriously. However there are occasions, particularly where complaints are made against a particular individual, when the details of the complaint will need to be revealed to the individual(s) concerned to allow them the opportunity to respond to the complaint. In these cases the identity of the complainant may be apparent to the individual against whom the allegations are made so it is not possible to guarantee the anonymity of the complainant.

Completed forms should be sent to [complaints@stir.ac.uk](mailto:complaints@stir.ac.uk) or posted to:

The Complaints Co-ordinator

Academic Registry

Cottrell Building

University of Stirling

Stirling

FK9 4LA

If you are a student, the Students’ Union is able to support you with making a complaint. Staff at the Union can:

* help you decide whether making a complaint is the best course of action
* explain how the University’s two stage complaint procedure works, and what the potential outcomes may be
* read drafts of any correspondence you write to the University (including complaint forms), to help you make your case as clearly as possible
* support you at meetings you attend with University staff in relation to your complaint if requested.

You can contact the Students’ Union at:

University of Stirling Students’ Union

The Robbins Centre

The University of Stirling

FK9 4LA

email: [theunion@stir.ac.uk](mailto:theunion@stir.ac.uk)

phone: 01786 467166

**Your Details**

|  |  |
| --- | --- |
| **Name of complainant**: |  |
| **Complainant’s Address**: |  |
| **Complainant’s Email**: |  |
| **Complainant’s Telephone**: |  |

**If this form is being completed by a third-party on behalf of a complainant, please also complete the information below\*:**

|  |  |
| --- | --- |
| **Name**: |  |
| **Address**: |  |
| **Email**: |  |
| **Telephone**: |  |
| **Relationship to complainant:** |  |

\*Please note that a complaint submitted by a third-party will only be considered by the University where the University is able to directly obtain express, written consent from the complainant that they wish the complaint to be submitted, and they wish the submission to be made by the third-party.

**If you are a student, please also complete the information below:**

|  |  |
| --- | --- |
| **Programme of Study**: |  |
| **Student No**: |  |

**Details of your Complaint**

|  |
| --- |
| **Date issue occurred:** |
| **Please provide the detail of your complaint below.** |
| **What have you already done to try and resolve your complaint?** |
| **What issues do you believe have not been resolved?** |
| **Describe what actions you consider could be taken in order to effectively deal with your complaint and what outcome you are seeking from the complaint.** |
| **If you are submitting a complaint more than six months following the incident, please provide a brief explanation for the delay.** |

|  |  |
| --- | --- |
| **Signature:** |  |
| **Print Name:** |  |
| **Date:** |  |

**Office Use Only:**

|  |  |
| --- | --- |
| **Date Received:** |  |