



**UNIVERSITY OF CHESTER**  
**Student Complaints Procedure**  
**Formal Complaints Form**

This form is designed for use at the Formal Stage (stage 2) of the University's Student Complaints Procedure. Please ensure that you have read and understood the Procedure before completing this form. The completed form should be submitted in a sealed envelope addressed to Student Complaints, Office of the Dean of Students.

**PART 1**

**COMPLAINT DETAILS**

Office Use Only:

Ref No: ..... Date Received: ...../...../20.....

Received By: .....

**ALL SECTIONS OF PART 1 MUST BE COMPLETED AS APPROPRIATE.**

**Section A – Complainant(s) Details**

Title: ..... Forename(s): ..... Surname: .....

Address for response): .....

..... Postcode: .....

Programme: ..... Level: 4 / 5 / 6 / 7 / 8. Student No: .....

Email Address: .....@CHESTER.AC.UK. Tel. No.: .....

***If the complaint is on behalf of a number of students please complete the above information for each complainant on an additional sheet as appropriate. Additional sheets should be attached to this form and a tick placed in the box to indicate the presence of additional sheets*** ☐

**Section B – Details of Complaint**

***Please set out clearly and concisely the main points of your complaint and why you are complaining. You should also include details of dates, locations and any witnesses.***

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***If the complaint is on behalf of a number of students please complete the above information for each complainant on an additional sheet as appropriate. Additional sheets should be attached to this form and a tick placed in the box to indicate the presence of additional sheets.*** ☐



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**Section C – Remedy Sought & Future Preventative Action**

*Please indicate a reasonable outcome or future action you are wanting in resolution to your complaint*

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*Please suggest any future action that can be taken by the University to prevent this issue recurring.*

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**Section D – Previous Resolution Sought**

*Before a complaint may be raised formally all reasonable steps must have been completed to raise the complaint at a local level. If you have tried to resolve your complaint informally, please say what steps you have taken and who you raised the matter with.*

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*What was the outcome and why are you still dissatisfied?*

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**Section E – Declaration by Complainant**

I, the undersigned, submit this form pursuant to stage 2 of the University of Chester Student Complaints Procedure. I agree under the Data Protection Act 1998 that any information given on this form may be shared with appropriate parties in the active resolution of my complaint including, where necessary, anyone I have complained about. I also give explicit consent that records relating to my studies or other associated matters (including those relating to assessment and/or requests made by me for mitigating circumstances to be taken into account and held by Academic and/or other University departments including Registry Services, SSG, Student Welfare and Disability Support) may be accessed, as necessary, in order to investigate my complaint. I further declare that this complaint is submitted in good faith and is not frivolous, malicious nor vexatious and I understand that if it is subsequently deemed to be so, the complaint may not be pursued and disciplinary action may be taken against me.

Signed: ..... Date: ..... / ..... / 20.....



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PART 2 – To be completed by the Office of the Dean of Students

Name of Complainant: ..... Level 4 / 5 / 6 / 7 / 8

Ref No: ..... Complaint Received By: .....

Date Complaint Received: ..... / ..... / 20 .....

Date Acknowledgement Sent (must be within 5 working days & copy attached): ..... / ..... / 20 .....

Due Date for Completion of Complaint (within 28 working days): ..... / ..... / 20 .....

**Action Taken** (including dates, times and names of those present at meetings, all minutes or notes of meetings should be attached to this form) .....

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Continue on a separate sheet as necessary

**Outcome:** .....

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Date of Completion of Complaint (within 28 working days): ..... / ..... / 20 .....

Date of Letter of Notification of Outcome (within 28 working days): ..... / ..... / 20 .....

**Please let the complainant know in writing the outcome of the investigation of the complaint and attach a copy to this form.**

**Staff should be aware that under the DPA 1998 & FOIA 2000 complainants may be entitled to access data and information contained on this form and other information relating to the complaint. Moreover in the event of a complaint being referred to the OIAHE this form and accompanying minutes etc may be submitted to the OIAHE as evidence and will as a matter of course be disclosed to the complainant by the OIAHE.**