

Student Complaints Form

Before you complete this form, please ensure that you have firstly raised the matter informally at a local level with the appropriate Module Tutor or Programme Director (for academic related complaints), or appropriate staff in the relevant professional services department (for non-academic complaints). Please also ensure that you have carefully read the Student Complaint Procedures.

If, after reading the Student Complaint Procedures, you are certain that you have grounds for complaint and you have been unable to resolve it informally, please complete and sign this form and return to fstone@christies.edu

Section A – Student Details

Forename(s):	
Surname (family name):	
Student ID number:	
Contact address:	
Email address:	
Telephone number:	
Programme:	
Level of study (e.g. Level 7):	
Date of notification of this complaint:	

Section B – Details of Complaint

Please outline clearly and concisely what you are complaining about and why. Attach any relevant supporting evidence.

Please indicate the remedy you are seeking as a resolution to your complaint.

Section C – Informal Resolution

Has this appeal been raised informally first with the appropriate Module Tutor or Programme Director (for academic related complaints), or appropriate staff in the relevant professional services department (for non-academic complaints)?

No –

Prior to completing this form please ensure that you have attempted to resolve the matter informally with the appropriate Module Tutor or Programme Director (for academic related complaints), or appropriate staff in the relevant professional services department (for non-academic complaints).

Yes – If 'Yes', with whom was it discussed?

Name of staff member:	
Post title:	
Programme / Professional services department:	
Date discussed:	

What was the outcome? Please indicate why you are still dissatisfied.

I confirm that what I have written on this form and any enclosures is truthful and relevant to my complaint.

Student signature	Date