

CS1 Stage 1: UNIVERSITY CENTRE PETERBOROUGH STUDENT COMPLAINTS PROCEDURE

Before completing this form, you should read our student complaints policy.

This procedure is complementary to the Academic Appeals Procedure. Its scope is therefore restricted to:

- Complaints in respect of a student's educational experience at University Centre Peterborough and UCP@Stamford including relationships with any non-teaching department.
- Complaints concerning discrimination by UCP / UCP@Stamford on grounds of gender, race, disability, creed or ethnic origin etc.
- Complaints on grounds of maladministration.

Matters which may be dealt with by means of Academic Appeals or other regulations relating to courses of study or the assessment thereof shall not be dealt with by means of this procedure.

This procedure, in consultation with the Student Officer, has been designed to:

- Reflect the principles of natural justice
- Be transparent and involve timely resolution of the complaints
- Include procedures for independent review and decision making
- Encourage the resolution of the complaint at a local level.

Prior to making a formal complaint you must have made an attempt to resolve the issue informally and you will be required to enter the details of this attempt on this form.

1. YOUR DETAILS

Title Forenames..... Surname.....

Correspondence Address.....

.....Postcode.....

Daytime Tel..... Mobile Tel.....

Email address.....

Student Identification Number..... Course/Year of Study.....

Course.....

Campus of study.....

Date of submission of this form.....

2. DETAILS OF THE COMPLAINT

Please provide clear and concise details of the complaint below.

What would you like as an outcome?

3. DETAILS OF ATTEMPTS TO RESOLVE THE COMPLAINT INFORMALLY

Please provide details of your attempt(s) to resolve your complaint informally. (If you have not done this please return to the Early Resolution stage as we are confident that many issues can normally be resolved this way)

Who did you discuss the complaint with?.....

.....

Post title (if appropriate).....

Department (if appropriate).....Date discussed.....

What was the outcome and why are you still dissatisfied?

4. DECLARATION AND SIGNATURE

I confirm that the information provided on this form is true and correct and in submitting this form I consent for the information provided in this form to be used as detailed below and I understand that University Centre Peterborough and UCP@Stamford;

- will not accept complaints from third parties or anonymous sources;
- will deal with any complaint that it believes to be malicious and unfounded under the provisions of its Student Disciplinary Policy;
- will hold some elements of the information I have provided on an electronic database;
- may need to share the information I have provided with other persons or organisations as part of any investigation to resolve my complaint.

Signed.....

Date.....

We would welcome your feedback in relation to the Complaints procedure. If you would like to make any suggestions/comments once the procedure has been completed, please submit these to the Academic Office

Once completed, please return this form by email to UCP.AcademicOffice@peterborough.ac.uk or please send this form to the Academic Office, UCP007, University Centre Peterborough, Park Crescent Peterborough, PE1 4DZ

You should keep a copy of your submission.

If you have any additional documents which you are unable to send via email, please send these, together with a copy of this form to the Academic Office, as above.

For internal use only:

Date complaint received.....

Office reference.....