

**CS2 Stage 2: UNIVERSITY CENTRE PETERBOROUGH STUDENT COMPLAINTS PROCEDURE**

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

This procedure runs alongside the academic appeals procedure. As a result, it only deals with:

- 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.

We will not deal with matters which may be dealt with through Academic Appeals or other regulations relating to pathways of study or how they are assessed using 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.

**HAVING BEEN UNABLE TO RESOLVE THE COMPLAINT AT STAGE 1, I REQUEST THAT THIS MATTER BE REFERRED TO STAGE 2 OF THE STUDENT COMPLAINTS PROCEDURE.**

**1. YOUR DETAILS**

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

Correspondence Address.....

.....Postcode.....

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

Email address.....

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

Pathway.....

Faculty/Service.....

Date of submission of this form..... Date of CS1 submission.....

**2. DETAILS OF THE COMPLAINT** (including in particular why you feel the complaint had not been resolved at Stage 1 of the Complaints process)

A large empty rectangular box with a black border, intended for the user to provide details of the complaint.

### 3. 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](mailto: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.....