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## FORM for the submission of a STUDENT COMPLAINT under Stage 2 of the

## Students Complaints Procedure only

This form should be used by students wishing to raise a Stage 2 complaint. Students are advised to refer to the “Student Complaints Procedure” for further information on the process, and for sources of advice and support.

Please complete all sections of this form, and ensure it is signed and dated before submitting it.

**Your Contact Details:**

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| **Regnum:** |
| **Title:** |
| **First Name:** |
| **Surname:** |
| **Current Level of Study:** |
| **Programme:** |
| **Programme Director:** |
| **Contact Address:** |
| **Contact Telephone Number:** |
| **St Mary’s email address:** |
| **Personal email address:** |

Unless you advise us, we will use email as the main means of contact with you during the investigation of your Stage 2 Complaint.

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| **Grounds for your Stage 2 Complaint** |
| Please use this box to provide a summary of the grounds for your Stage 2 Complaint: |

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| **Making your Case for your Stage 2 Complaint** |
| On a separate sheet, please set out the main points of your complaint, including the notification of the outcome of your Stage 1 Complaint.Please ensure you attach/enclose hard copies of any supporting evidence you wish to be considered as part of your Stage 2 Complaint. |

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| **Resolution of your Stage 2 Complaint** |
| Please indicate in this box what outcome you would be seeking in order to resolve your complaint. |

The University will treat any personal information which is received in the course of dealing with your complaint as confidential. Such information will be kept, used and shared, where necessary and appropriate with other members of staff, only for the purpose of investigating and determining the outcome of your complaint. You are advised to keep a copy of all correspondence for your records.

**Signature:**

**Date:**

This completed form should be submitted with your supporting statement and any documentary evidence by email to complaints@stmarys.ac.uk or by recorded delivery to Complaints, Registry Services, 1st Floor, J Block, St Mary’s University, Waldegrave Road, Twickenham, TW1 4SX.