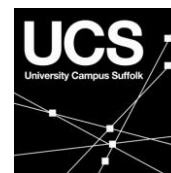


Complaints Form (Stage One)



This form is for use by a student wishing to submit a complaint under University Campus Suffolk's Student Complaints Procedure. Before the form is completed the Student Complaints Procedure should be read carefully. Guidance about the complaints process itself is available from Student Services via the Infozone (01473 338833). Confidential advice and advocacy is available via the UCS Union Advice Centre (01473 338155). The form must be submitted, with any necessary supporting documentary evidence, to the UCS Student Complaints Officer. This will be handled as Stage 1 of the procedure.

CONTACT DETAILS

Your name

Your student ID

Your Faculty and
Department/Centre of Study

Your contact address

Your telephone number (if any)

Your e-mail address

DATE OF COMPLAINT

DETAILS OF YOUR COMPLAINT

1. Have you already raised this matter with a member of staff? Yes / No

2. If yes, to whom was the matter addressed

3. Details of your complaint

4. Please describe how you have pursued your complaint to date including the outcome of any enquiries conducted at an informal level.

5. How would you like your complaint to be resolved?

Signed Dated

Please send the completed form to:

Student Complaints Officer
Academic Services
University Campus Suffolk
Waterfront Building
Neptune Quay
Ipswich
IP4 1QJ

Office Use

Date Received ____/____/____

Investigated by.....

Outcome Notified ____/____/____

Note: Please detach the following pages before submitting your completed complaints form.

EQUAL OPPORTUNITIES MONITORING

University Campus Suffolk has obligations under the Sex Discrimination Act 1975, the Race Relations Act 1976, the Race Relations (Amendment) Act 2000, the Disability Discrimination Act 1995, and the Special Educational Needs and Disability Act 2001, in each case as amended from time to time and under European Law. UCS also recognises that as a public body it has a particular responsibility to promote race equality.

The Equality and Diversity policy sets out the UCS approach to equality and diversity. Its focus is the statutory duties to promote equality in terms of race, disability and gender. The policy is available on MyUCS and the UCS website.

In order that University Campus Suffolk, via the Academic Board, may fulfill its duties under the above Acts, assure itself that the student complaints procedure is being properly implemented and also help improve the procedure, it would be helpful if you would complete the form below and return to:

The PA to the Academic Registrar
University Campus Suffolk
Waterfront Building
Neptune Quay
Ipswich
IP4 1QJ

Your responses to the questions will be separate from the rest of your complaints form and retained for monitoring purposes only. They will not be available or reported to anyone who is connected with the consideration of your complaint. The provisions of the Data Protection Act will apply to all personal data.

EQUAL OPPORTUNITIES MONITORING FORM

Please tick [✓] in the relevant boxes

Completion of this form will help University Campus Suffolk to monitor the operation and effectiveness of the student complaints procedure from the perspective of equal opportunities for all students. The form will be separate from the rest of the complaints form and will not be available or reported to anyone who is connected with the consideration of your complaint.

The Institution may use the data and analyses of the data in its monitoring and reporting process and to help fulfill its obligation under relevant legislation. The provisions of the Data Protection Act will apply to all personal data.

1. Full Name:

2. Student ID:

3. Gender:

Female

☐

Male

☐

4. Age:

Under 21

☐

21 – 30

☐

31 – 40

☐

41 – 50

☐

51 – 60

☐

Over 60

☐

5. Student Status:

Applicant

☐

Undergraduate

☐

Enrolled Student

☐

Postgraduate Taught

☐

Alumni

☐

6. Mode of Study:

Full-time

☐

Part-time

☐

Other

☐ (please describe below)

7. Ethnicity (please indicate your ethnic origin by ticking the appropriate box):

Asian or Asian British:

Bangladeshi

☐

Chinese

☐

Indian

☐

Pakistani

☐

Other Asian background

☐

Black or Black British:

African

☐

Caribbean

☐

Other Black background

☐

Mixed:

- Mixed White and Black African ☐
Mixed White and Black Asian ☐
Mixed White and Black Caribbean ☐

White:

- British, English, Welsh ☐
Irish ☐
Scottish ☐
Other White Background ☐

Other Ethnic Background: ☐

Note: Ethnic origin questions are not about nationality, place of birth or citizenship. They are about colour and broad ethnic groups. Citizens of the UK and of other countries may belong to any of the groups indicated.

8. Disability/Special Needs:

Yes ☐ No ☐

If yes, please briefly describe:

9. Family responsibilities (e.g. caring for children and/or relatives):

Yes ☐ No ☐

THANK YOU FOR COMPLETING THIS FORM. PLEASE DETACH IT FROM THE REST OF YOUR COMPLAINTS PAPERS AND SEND IT, MARKED IN CONFIDENCE, TO:

The PA to the Academic Registrar
University Campus Suffolk
Waterfront Building
Neptune Quay
Ipswich
IP4 1QJ