**COMPLAINTS FORM**

This form is to be completed in support of complaints made by students in accordance with the **Procedure for Complaints Against the Union**. Please read this before completing this form. You should especially note that it is expected that you will first attempt to resolve the complaint informally. If you remain dissatisfied, you should submit this Complaints Form. Complaints received in any other format will not be accepted for consideration and you will be advised to complete a pro forma.

# In investigating your complaint, we will take every care to safeguard your privacy and confidentiality. However, any member of staff or Officer Trustee mentioned in the complaint will be made aware of the issues raised and will have an opportunity to comment on them. In addition, it may be necessary to share your complaint with other parties within the Union, which is likely to be helpful in providing a solution.

1. Personal Details

Your Name: Student Number: College:

Programme of

Study: Contact Address:

Contact Telephone Number: Contact e-mail Address: Date/s of event(s) or incident (s) about which you are complaining:

2. My Formal Complaint

Add additional sheets as necessary

N.B. Should you wish to utilise additional supporting documentation, please attach these to this form

3. Informal Complaint Details

Please summarise your attempts to resolve your complaint informally:

4. Outcome Sought to the Complaint

You should indicate the outcome you seek in making this complaint

N.B. You are asked to note that this is your preference only, and places no restriction on the outcome of the operation of the Complaints Procedure.

5. Documentation Attached

Please list any documents supplied in the space below and attach to this form.

6. Name and Position of the Person to whom the Complaint is submitted

Signature: Date:

**I give my consent for any information contained in this pro forma and attached documents, and personal data held elsewhere within the Union, to be shared with relevant members of Union staff and Officer Trustees on a ‘need to know basis’ as part of the investigation into my complaint.**

**I declare that to the best of my knowledge all of the information I have supplied is true, accurate and complete.**

Data Protection

7.

Please note:

Should you require advice or assistance in completing this form, or in relation to any other aspect of the Complaints Procedure, this may be obtained fromcomplaints[@derbyunion.co.uk](mailto:president@derbyunion.co.uk) or [president@derbyunion.co.uk](mailto:president@derbyunion.co.uk)

Please submit the completed Complaints Form to complaints[@derbyunion.co.uk](mailto:president@derbyunion.co.uk)

The Procedure for Complaints Against the Union is available online on the Union website [Feedback/Complaints // Union of Students (derbyunion.co.uk)](https://www.derbyunion.co.uk/us/complaints/)