

Complaint Form Stage 1

The purpose of this form is to provide information concerning a complaint which it has not been possible to resolve under the informal procedures.

Please complete the Complaint Cover Sheet, Section 1 and Section 2 of the form and submit these to the appropriate member of staff.

Do not complete Sections 3 and 4. These sections will be completed by University staff.

A copy of this form (Complaint Form Stage 1) with all four sections completed plus cover sheet will be provided to you with the letter of outcome when the investigation has been concluded.

If you are dissatisfied with the outcome of your complaint, you may seek a review. You will be required to complete the appropriate sections of Complaint Form Stage 2 and submit, with your request for a review: the letter of outcome, a copy of all four sections of the completed Complaint Form Stage 1 plus cover sheet, and any associated correspondence or documentation relating to the investigation.

Complaint Form Stage 1 Complaint Cover Sheet

At IEC Complaints Procedure, a complaint is defined as "an expression of grievance or dissatisfaction to the effect that the IEC (which includes its employees and its students) has failed in the dealings with the complainant to meet either its own promised standards or standards that could reasonably be expected".

Please indicate the category, or categories within which your complaint fails. If you need assistance, please contact your College office or relevant administrative service.

Category of Complaint

- Quality of programme of study in terms of its content or its delivery
- Quality or accuracy of advice provided by an Advisor of Studies, timetabling clashes, restriction of choice within a degree programme
- Quality or research supervision and/or quality of facilities for research
- Management of an application for admission to a programme of study
- Bullying, harassment, racial discrimination, infringement or equal opportunities
- Management of a request under the Data Protection Act
- Quality of provision by an administrative department or support service

Complaint Form – Stage 1

Section 1 – Personal details of complainant

Name:	
Current Address:	
Permanent Address:	
Telephone number:	
Mobile number:	
Email address:	
Registration number:	

In the case of a joint complaint, please provide above the details of the appointed lead person and attach a list of the other complainants with the addresses, emails and matriculation numbers.

If a representative has been appointed, please provide the details of the representative:

Name:	
Address:	
Telephone number:	
Mobile number:	
Email address:	

In order to investigate the complaint it will be necessary to reveal the identity of the complainant to individuals other than the recipient of this form. Every effort will be made to observe confidentially and to ensure that information concerning this complaint is restricted.

Please sign below to indicate that you understand that details of the complaint will be provided to individuals where this is deemed necessary by the investigator.

Signed:	
Date:	

Section 2 – The Complaint

Please set out below the main points of the complaint. If you are a student, your complaint will not normally be considered if it is received more than 12 months after the last incident to which the complaint refers. If you are not a student, or if you are a former student, your complaint will not normally be considered more than six months after the last incident to which it refers.

Please state the outcome you wish following consideration of the complaint.

Please provide the following:
(tick)

- Chronology listing in date order all letters, phone calls and meetings that are relevant to your complaint.
- A copy of all relevant correspondence and other documentation.

Section 3 – Details of the Investigation

This section should be completed by the individuals responsible for the investigation of the complaint.

Name of Investigator:	
University Appointment:	
School/Office:	
Address:	
Email address:	

Summary of the investigation.

Please provide the following:
(tick)

- Chronology listing in date order all letters, phone calls and meetings relating to the investigation of the complaint
- A copy of all relevant correspondence and other documentation relating to the investigation

Section 4 – Outcome of consideration of the complaint.

Summary of the outcome of the investigation.



Please attach:
(tick)

- A copy of the letter of outcome sent to the complainant and a copy of any other correspondence relating to the outcome of the complaint.



Complaint Form Stage 2

Please consult the University's Complaints Procedure which is contained in the University Calendar, Section 29 before completing this form.

The purpose of this form is to request a review of a complaint which has already been considered under Stage 1 of the University's Complaints Procedure.

Section 2 requires the complainant to state the reason why he/she considers that the outcome of the Stage 1 procedure (the investigation of the complaint and the decision arising from that investigation) was unreasonable or unsatisfactory. It is not sufficient to reiterate the original complaint.

Complaint Form Stage 2 must be submitted **within 10 working days** of the outcome of the Stage 1 investigation.

Do not complete Sections 3 and 4. These sections will be completed by staff of IEC.

A copy of this form (Complaint Form Stage 2) with all four sections completed will be provided to you with the letter of outcome when the investigation has been concluded. In addition, you will receive a letter stating that the procedures of the University have been completed (Completion of Procedures letter) from the clerk of the Grievance Committee.

Section 1 – Personal details of complainant:

Name:	
Address:	
Telephone number:	
Mobile number:	
Email address:	
Registration number: (if applicable)	

In the case of a joint complaint please provide above the details of the appointed lead person and attach a list of the other complainants with the addresses, emails and registration numbers.
If a representative have been appointed, please provide the details of the representative.

Name:	
Address:	
Telephone number:	
Mobile number:	
Email address:	

In order to investigate the complaint it will be necessary to reveal the identity of the complainant to individuals other than the recipient of this form. Every effort will be made to maintain confidentiality and to ensure that information concerning this complaint is restricted.

Please sign below to indicate that you understand that details of the complaint will be provided to individuals where this is deemed necessary by the investigator.

Signed:	
Date:	

Section 2 – The Complaint Category of Complaint

- Academic complaint
- Non – Academic
- Compliance with legislation
- Quality of departments and support services

Please set out the reason why you consider that the outcome of Stage 1 of the Complaints Procedure was unsatisfactory.

Please state the outcome you wish following a review of the complaint.

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Please provide the following:
(tick)

- Chronology listing in date order all letters, phone calls and meetings that are relevant to your complaint.
- A copy of all relevant correspondence and other documentation.
- A copy of the completed Complaint Form Stage 1 plus Cover Sheet, and the letter of outcome.

Section 3 – Details of the review.

This section should be completed by the reviewer.

Name:	
University Appointment:	

Summary of the matters considered by the reviewer.

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Please provide the following:
(tick)

- Chronology listing in date order all letters, phone calls and meetings relating to the review of the complaint.
- A copy of all relevant correspondence and other documentation relating to the review.

Section 4 – Outcome

Summary of the outcome of the review of the complaint.

Signature:	
Date:	