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| **Please ensure that you have read and understood the Student Complaints Regulations and Procedure available at:** [**https://registry.southwales.ac.uk/student-regulations/student-complaints/**](https://registry.southwales.ac.uk/student-regulations/student-complaints/)  **This form should be submitted to the Student Casework Unit via:** [**studentcasework@southwales.ac.uk**](mailto:appeals.complaints@southwales.ac.uk) |

**GROUP STUDENT COMPLAINT FORM**

**YOUR DETAILS**

|  |  |  |  |
| --- | --- | --- | --- |
| **Surname:** |  | **First Name(s):** |  |
| **Student ID number:** |  | | |
| **Email address:** |  | | |
| **Telephone Number:** |  | | |
| **Course:** |  | | |
| **Faculty:** |  | | |

**DETAILS OF COMPLAINT**

|  |  |  |  |
| --- | --- | --- | --- |
| **Please tick the box that you believe best describes the nature of your complaint:** | | | |
| Academic issues |  | Discrimination |  |
| Service issues |  | Welfare and accommodation |  |
| Financial issues |  | Other |  |

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| **Outline of your complaint, including how the circumstances have affected you and the dates that the issues occurred:** |
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| **Please explain what actions you have already taken to resolve your complaint at the early resolution stage:** |
| *Before submitting a formal complaint you are expected to have raised your concerns directly with the person responsible, or if you still have concerns, with the Advice Zone. Please detail the actions you have already taken to resolve your complaint, including the names of members of staff you have approached, the dates of any meetings held and any other relevant evidence (such as copies of letters or e-mails).* |

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| **Please explain why you are not satisfied with the response you have received at the early resolution stage:** |
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| **Please detail what reasonable outcome or further action you are expecting:** |
|  |

**EVIDENCE**

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| **Complaints must be supported by corroborating evidence. Complaints which are submitted without such evidence will normally not be considered, unless you are able provide a good reason for the lack of evidence. Please note that the University of South Wales will not contact third parties on your behalf for evidence.** |

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| **Evidence attached in support of your complaint**  ***Please see guidance for third party evidence*** | |
| **Type of evidence:** | **Date of evidence:** |
| *e.g. letter, e-mail, course materials, written statement* |  |
| *e.g. letter, e-mail, course materials, written statement* |  |
| *e.g. letter, e-mail, course materials, written statement* |  |
| *e.g. letter, e-mail, course materials, written statement* |  |
| *e.g. letter, e-mail, course materials, written statement* |  |

**SPECIFIC REQUIREMENTS – SUPPORT FOR STUDENTS WITH A DISABILITY**

The Student Casework Unit is committed to providing an inclusive service to all our students. We recognise that bringing forward a formal complaint may be a very stressful time. There are a number of ways in which the University can support you through its casework procedures. Please see <https://registry.southwales.ac.uk/student-regulations/> - Support for Students with Disabilities for more information.

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| **If you have a disability that you wish us to take into account, please indicate below.** |
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We will contact our Disability Service and/or our Wellbeing Service to establish if you are registered with them. If you are not registered, then we may need to ask you for evidence of your disability.

**DECLARATION**

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| **I declare that the information given above, and any attached corroborating evidence, is accurate and true to the best of my knowledge.**  **I understand that this form, and the evidence submitted with it, will constitute part of the full case file, which will be made available to appropriate parties on request and shared in line with the relevant Communication Plan[[1]](#footnote-1)[1] and Privacy/Fair Processing Notice[[2]](#footnote-2)[2].**  *NB Policing Degree apprenticeships programmes only – your employer will be automatically notified of any submissions/ outcomes under this process* | | | |
| **Signed:** |  | **Date:** |  |

***This form is available in Welsh. Mae’r ffurflen hon ar gael yn Gymraeg.***

**GROUP COMPLAINT CONSENT FORM**

All students bringing the group complaint should complete their details below. On signing the form, the students are giving consent that their complaint will be dealt with collectively and that they have given their consent for the student listed above to act as spokesperson for the group and receive any updates. All members of the group will receive a copy of the outcome. **If any student is unable to sign the consent form by hand, they must send an email from their University of South Wales account to** [**studentcasework@southwales.ac.uk**](mailto:appeals.complaints@southwales.ac.uk) **confirming that they have given their consent.** The University will direct all correspondence relating to the spokesperson.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Student ID:** | **Full name:** | **Course Title:** | **Year of study:** | **Signature:** |
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| Declaration by the Nominated Student: I declare that the information given in this form is true, and that I have been nominated on behalf of the students listed above to be the spokesperson in relation to this complaint. | |
| Signed: | Date: |

1. [1] Communication plans for each area of casework can be found here: https://registry.southwales.ac.uk/student-regulations/ [↑](#footnote-ref-1)
2. [2] <http://uso.southwales.ac.uk/ig/dp/> [↑](#footnote-ref-2)