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 **COMPLAINTS ABOUT**

**INDUSTRIAL ACTION**

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| This is form is to be used for the purpose of raising a **complaint relating to industrial action** where you feel you have been disadvantaged. This form cannot be submitted prior to or during the industrial action period you are complaining about, as you need to allow sufficient time for your faculty to put alternative arrangements in place. **You should ensure you have discussed any concerns with your course team in the first instance.** If you remain dissatisfied and you feel that the University has not taken sufficient steps to minimise the impact of the industrial action on you, then you should complete this form.This form should be submitted to the Student Casework Unit via: studentcasework@southwales.ac.ukInformation on the Student Complaints Regulations and Procedures can be found at:<https://registry.southwales.ac.uk/student-regulations/student-complaints/>Please ensure that you have read and understood the above Regulations and Procedures. |

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| *If your complaint relates to issues and concerns* ***not*** *caused or impacted by the industrial action, then please read the Student Complaints Regulations and Procedureand submit a Student Complaint Form to the Student Casework Unit.* |

**YOUR DETAILS**

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

**DETAILS OF COMPLAINT**

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| **Please confirm what lectures or hours were cancelled. This should include the date and time of the affected activities (if applicable), name of the module, module code and lecturer and/or module leader:** |
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| **If alternative learning opportunities were offered by the faculty for affected activities, please detail what was offered, why you feel it was not reasonable and how it adversely impacted you:** |
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| **Please explain what actions you may have already taken to resolve your complaint directly with the faculty at the early resolution stage:** |
| *Before submitting a formal complaint, you are expected to have raised your concerns directly with your course team, 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 from the course team/faculty at the early resolution stage:** |
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| **Please detail what reasonable outcome or further action you are expecting:** |
| ***Please be aware the Office of the Independent Adjudicator has provided guidance to Higher Education Institutions on how to respond to complaints raised by students as a result of the Industrial Action.******Requested outcomes will be considered in line with the OIA guidance which can be found at the following:*** [**Industrial action - OIAHE**](https://www.oiahe.org.uk/resources-and-publications/industrial-action/)***The University will take account of its*** [**Guidance on Complaint Remedies and Redress**](https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Fuswvarious1.blob.core.windows.net%2Fuswvarious-prod-uploads%2Fdocuments%2FGuidance_on_Complaint_Remedies_and_Redress_CLsc4HK.docx&wdOrigin=BROWSELINK) ***in considering such compensation.*** |

**EVIDENCE**

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| **You will need to provide evidence to support the *impact* on you and your learning and teaching.** **Please note that where details of missed teaching activities have been provided, these will be verified with your faculty.**  |

**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.***

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)