**University of Roehampton – Stage 2 Student Complaint Form**

Before completing this form, please ensure that you have read the [Student Complaints Policy and Procedure](https://www.roehampton.ac.uk/corporate-information/policies/) and the information on the Student Complaints and Concerns [page](https://www.roehampton.ac.uk/current-students/complaints/) on the University website.

When you submit the form, you should include copies of any evidence you intend to rely on, including medical certificates, correspondence or other documents. The University will be unable to return these documents to you, so please do not submit originals.

The University may dismiss your complaint if the form is incomplete or if you have not attached appropriate evidence. The form must be submitted within 3 months of the issue you are complaining about occurring. If you need to request an extension, please contact the University Secretariat immediately at [studentcomplaints@roehampton.ac.uk](mailto:studentcomplaints@roehampton.ac.uk). You can obtain advice from [Roehampton Students’ Union](https://www.roehamptonstudent.com/support/academic/appeals/) before submitting the form.

If you need to receive a copy of this form in an alternative format, please contact the University Secretariat at [studentcomplaints@roehampton.ac.uk](mailto:studentcomplaints@roehampton.ac.uk).

|  |  |
| --- | --- |
| **Section 1 – Your Details** | |
| Surname |  |
| Forename(s) |  |
| Student ID |  |
| Department |  |
| Programme title and year of study |  |
| Correspondence Address |  |
| University email address |  |
| Personal email address[[1]](#footnote-1) |  |

|  |
| --- |
| **Section 2 – Please state the nature of your complaint**  The complaint statement should be concise and factual. You should include a timeline of events, including dates and the names of individuals responsible. You should refer to any evidence that you believe supports your complaint. |
|  |

|  |
| --- |
| **Section 3 – What would you like to happen as a result of your complaint?**    This section should include information about what your preferred outcome is. This may include an apology, a change to the way a service is delivered or a refund or payment of compensation. You should explain how the issues identified in Section 2 have affected you, including where appropriate their financial impact, and provide evidence to support this. |
|  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Section 4 – Declaration** | | | |
| I have read and understood the [Student Complaints Policy and Procedure](https://www.roehampton.ac.uk/corporate-information/policies/) and the information on the Student Complaints and Concerns [page](https://www.roehampton.ac.uk/current-students/complaints/) on the University website.  I confirm that all statements and evidence submitted are true and accurate. I understand that presenting any misleading information will result in my complaint being dismissed and may result in the University taking further action. I understand that the University reserves the right to confirm the authenticity of any evidence submitted.  I understand that the personal data contained within this form, within any evidence submitted or which forms part of any other University record may be used in consideration of my complaint, and that all of the abovementioned personal data may be shared internally with relevant staff as appropriate (or with third party staff in the case of students studying with partner institutions). I understand that any personal data will be used in accordance with the University’s [privacy notice for students](https://www.roehampton.ac.uk/site/privacy/students/). | | | |
| Print Name: |  | | |
| Signed: |  | Date: |  |

1. The University will normally use a student’s University email address to correspond with them. Where a complainant is no longer a student, the University will use the student’s personal email address. [↑](#footnote-ref-1)