

Student Complaints Form - Stage 2

Local-level resolution

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Please read the following notes carefully before completing this form. The notes should be read in conjunction with [City's Regulation 26 \(Student Complaints\)](#).

How and when to make a complaint

If you encounter problems during your time at City, it is always best if you can raise these at the time they occur with the most relevant person. We encourage informal resolution wherever possible, and you may find that there is a simple solution. You may find it helpful to contact your personal tutor or a member of the course office for advice in the first instance. In this case, there may be no need to use this form. For further independent advice and information, refer to the links below.

How and when to use this form

This form should be used only if you have already tried to resolve the matter informally, according to Stage 1 of [Regulation 26](#), but you are not satisfied with the result. The form should be submitted within 21 calendar days of the written response to your initial complaint. The form asks you to summarise your complaint before adding more background. It also asks you to explain how you have tried to resolve the matter, why you remain unsatisfied, and what you would like to happen next. When completing the form, try to keep focused on the relevant facts, and on what you want to achieve. Remember that the person receiving your form is likely to have no prior knowledge of the issues.

Can a group of students submit a complaint?

You can submit this form as an individual student or as a group. You may wish to complain as a group if a number of students have complaints about the same or very similar issues and have not been able to resolve this at Stage 1. It is likely that the same remedy would apply if the complaint is upheld. An example might be a group of students all studying the same course, in the same year, who have all been affected by something in the same way. Remember that not everyone in a specific cohort will be affected by the same circumstances in the same way, so there may be students who wish to form a different group with whom to complain, or who do not wish to complain at all. If you complain as a group, you will be asked to nominate one or two students to act as the representatives. The representative(s) will need to seek permission from the other students who wish to submit a group complaint, and provide email addresses for all students who are submitting the complaint. Although we generally expect that all students

submitting a complaint at Stage 2 have made efforts to resolve it at Stage 1, it may be possible for other students to join a complaint at Stage 2 because their complaint is so similar to something that has already been raised at Stage 1 and where the outcome was not felt to be satisfactory.

What kind of supporting information should I include?

It is important that you include with your form written confirmation of trying to resolve your complaint informally. If you do not have this, ask the person who dealt with your initial informal complaint to provide you with a written response.

It is important that you include with your form written confirmation of the response to your initial complaint. If you do not have this, ask the person who dealt with your initial complaint to provide you with a written response.

It is your responsibility to provide any other supporting evidence (e.g. documents or correspondence) that you would like to be considered. Without evidence, we may not be able to verify the claims you are making or address them in full. Think about what evidence will support and strengthen the claims you are making. Make sure that it is directly relevant to your complaint and refer to the evidence when filling in the form.

You are required to submit this form within 21 days of the written response to your initial complaint. Please do not delay submitting the form if you are waiting to obtain copies of particular supporting documents, but explain if some additional items will follow. Please note that your submission will not be considered complete until all the evidence you have chosen to submit is received.

How will the complaint be managed?

We take all student complaints seriously, although we expect you to help us by presenting the issues clearly and in a professional way. This form asks you to identify what outcome you are seeking. Think carefully about what you are asking for. Is it reasonable? Is it realistic? We will normally acknowledge receipt of your complaint form within 14 calendar days of receipt. The Responsible Person will establish appropriate timescales based on the nature and complexity of the complaint. We will tell you these timescales and keep you informed of any changes. Where possible, we aim to complete the formal stages of the complaints process within three months. This means that we intend to conclude all open Stage 2 and 3 complaints within three months of receiving your completed Stage 2 submission with all accompanying evidence. We aim to do this providing an outcome to your Stage 2 complaint within six weeks. However, please bear in mind that a number of factors could delay the outcome, including the

complexity of your complaint, the volume of complaints received, University closure periods etc.

You may be asked to clarify particular issues or answer questions as part of an investigation.

If a complaint is directed at individual members of staff, they will normally be invited to comment as part of any investigation. [NOTE: complaints made maliciously (i.e. intending to cause harm and without a genuine belief in their truth) are not acceptable, and may lead to action being taken against the person making the complaint].

Further information and support

Support is also available from [City's Students' Union](#) or via email unionadvice@city.ac.uk.

Q1 Are you submitting this complaint as an individual or a group?

Individual

Group

This question is only relevant to Group complaints:

Q2 Name of 'group' - e.g. the cohort, society, tutorial group etc

This question is only relevant to Group complaints:

Q3 Name and surname of lead submitter for the group:

N.B. When selecting a complaint representative, you should consult the OIA's notes on [what makes a good representative](#). As a representative you will be expected to communicate with the University on behalf of the group and to liaise with all members of the group.

The lead submitter will be accepting the disclaimer and sign on behalf of the group at the end of the form.

This question is only relevant to Group complaints:

Q3 Student ID number of lead submitter for the group:

This question is only relevant to Group complaints:

Q30 City email address of leader submitter for the group:

This question is only relevant to Group complaints:

Q4 Other preferred email address of leader submitter for the group:

This question is only relevant to Group complaints:

Q5 Contact telephone number of leader submitter for the group:

This question is only relevant to Group complaints:

Q6 As you are submitting this complaint as a group, you can add a maximum of one other representative. Would you like to add another representative for this group complaint?

Yes

No

This question is only relevant to Group complaints:

Q7 Name and surname of second representative:

This question is only relevant to Group complaints:

Q8 City email address of second representative:

This question is only relevant to Group complaints:

Q9 Please add the email addresses of all those students in support of this complaint claim.

As representatives you must have obtained the other students consent to submit their email addresses on their behalf.

All people listed here will receive a copy of the complaint and the outcome.

This question is only relevant for individual complaints

Q10 Surname

This question is only relevant for individual complaints

Q11 First name

This question is only relevant for individual complaints

Q12 Student ID number

This question is only relevant for individual complaints

Q13 City email address

This question is only relevant for individual complaints

Q14 Other preferred email address

This question is only relevant for individual complaints

Q15 Contact telephone number

Q16 School/Registration

- School of Policy & Global Affairs (1)
- School of Communication & Creativity (2)
- School of Health & Psychological Sciences (3)
- Bayes Business School (4)
- City Law School (5)
- School of Science & Technology (6)
- LEaD (7)
- Doctoral College (8)
- Partner institution (please specify which) (9)

- Other (9) _____

Q17 Programme of Study

Q18 Summarise the main points of your complaint (max 500 words). You can use this section to provide information which will help us to understand your complaint properly. It is important for you to be as clear as you can, but it is not necessary to include every single detail if it is not directly relevant. If we do not understand something, we will contact you to check.

Q19 Explain here any efforts you have made to resolve the matter informally and why you are not satisfied with the response(s) you have received so far. Include with this form a copy of the last response you received, and copies of any other relevant correspondence.

Q20 Preferred Outcome

Please state below the outcome you are seeking. What would need to happen for you to feel your complaint was resolved?

Q21 Please submit a copy of the last response you received:

Q22 Please submit copies of any other relevant correspondence:

Q23 Please submit any further evidence, if relevant:

Q24 Please indicate if you will be submitting further evidence via email to your School:

N.B. For group complaints evidence cannot be added after submission.

Yes

No

Q25 Please note that your submission is not considered complete until you have supplied all outstanding evidence.

The date we receive your evidence will be treated as the date that your completed submission was received, and the investigation can begin.

Q26 When do you expect this evidence to be available? (Please indicate the date in the format dd/mm/yyyy.)

Q27

Declaration

Please confirm all of the statements before submitting your form.

When submitting a group complaint, the lead submitter will confirm the statements below on behalf of the group.

I confirm that the information I have given is true and accurate to the best of my knowledge.

I have read and understood the Guidance Notes in this form and the relevant University Regulation (26).

I have enclosed a copy of the last response I received and other relevant supporting documents. Where I have indicated that further evidence is outstanding, I understand that I am responsible for providing this and that my submission will not be treated as complete until this is received by my School/department.

I have completed all the answers in this form to the best of my ability.

In submitting this complaint, I understand that the information I provide and information held by City, University of London will be shared in a confidential way with those managing and considering the complaint and resolution of my case.

Q28 Please add your signature:

Q29 City, University of London is the data controller for the personal data processed to investigate your complaint/appeal/extenuating circumstances. City considers that the lawful basis for processing your personal data falls under Article 6(1)(b) (performance of a contract) of GDPR because it is necessary as part of the contract between City, University of London and its students. In addition, City considers the processing of any special category personal data – (race, ethnic origin, politics, religion, trade union membership, genetics, biometrics (where used for ID purposes, health, sex life or sexual orientation) provided as part of the complaints/appeals/extenuating circumstances process will fall under Article 9(2)(a) (explicit consent) of the GDPR as the personal data is provided on a voluntary basis by the student to support their complaint/appeal/extenuating circumstances. City will share your data with those conducting and assisting the investigation and resolution of your complaint/appeal/case/extenuating circumstances. This will always been done under a duty of confidence and expectation that confidentiality will remain in place once the complaint, appeal, case and/or extenuating circumstances has been resolved. Your personal data will be retained

for 6 years after the last action on the case. The rights you have under the data protection legislation are listed below, but not all of the rights may apply in all circumstances:

- right to be informed
- right of access
- right to rectification
- right to erasure
- right to restrict processing
- right to object to data processing
- right to data portability
- right to object
- rights in relation to automated decision making and profiling

For more information, please click [here](#).

If you have any concerns about how your personal data is processed, you can raise them with the ACE team or, you may contact the Information Compliance Team at dataprotection@city.ac.uk or phone 0207 040 4000, who will liaise with City's Data Protection Officer to answer your query.

If you are dissatisfied with City's response you may also complain to the [Information Commissioner's Office](#).