

**STUDENT COMPLAINT FORM
STAGE ONE OF THE COMPLAINTS PROCEDURE**

Name	Student ID	Programme
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Details of the complaint

By signing this form, I declare the information provided by me to be true and correct

Student Signature

Date

Outcome of Initial Discussion

**Formal Complaint to the Dean of Faculty or Registrar
STAGE TWO OF THE COMPLAINTS PROCEDURE***

Name	Student ID	Programme
Contact Number	Email address	

Have you gone through the University’s student complaint procedure - (Stage 1 of the procedure)

Yes /No (please circle)

If no, please give reasons why

What was the result of the informal procedure?

Describe your complaint in detail.

By signing this form, I declare the information provided by me to be true and correct

Student Signature

Date

For Office use only

Meeting convened for: _____

Outcome

Letter sent to student on: _____

Dean of the Faculty/Registrar

Date

Copied to: Named Parties

Personal Tutor

HoSA

Formal Complaint to the Vice-Chancellor

Name	Student ID	Programme
Contact number	Email	

Have you gone through the University's student complaint procedure - (Stage 1 and 2 of the procedure)

Yes /No (please circle)

If no, please give reasons why

What has been the outcome of the previous stages of the complaints procedure?

Describe your complaint in detail. Specify any pertinent dates, staff you dealt with, monies owned, balance due, etc. Use additional paper if necessary. Attach any documentation which will help describe the problem and substantiate your allegations.

By signing this form, I declare the information provided by me to be true and correct

Student Signature

Date

For Office use:

Meeting convened on : _____

Outcome of the Formal Complaint to the Registrar/Vice-Chancellor

Outcome of Meeting

This concludes the student complaints procedure

Letter sent to the student on: _____

Vice- Chancellor

Date

Copied to : Named Parties

Personal Tutor

Registrar

HoSA