

**Formal Complaint Form**

This form has been drafted for a student or student applicant to use to submit Formal Complaints to the Registrar & Secretary, as outlined in the [University Complaints Procedure](https://www.york.ac.uk/about/departments/support-and-admin/sas/complaints/).

It is assumed that in making a formal complaint you will first have taken your complaint through the informal stage – as close to the source of your problem and up to the Head of the relevant department or administrative section of the University, or Provost of the relevant College. If your complaint is about the relevant Head of Department, Section or College you may use this formal procedure without having gone through the informal stage.

By submitting a complaint a student should understand that the University will itself need to gather information about the matters raised, and that this information may include sensitive personal details. Please refer to section 3.5 of the Complaints Procedure at the link above.

This form is for use by any student of the University, any student applicant, or by a group of students acting collectively, provided all named individuals have signed up to it. Students may seek help with submitting their complaint from YUSU’s Advice & Support team or the GSA. Please be aware that the University takes a strong view about complaints which it finds to be frivolous, vexatious or malicious. Anonymous complaints will only exceptionally be considered. Please see details given in the Complaints Procedure at the link above.

|  |  |  |  |
| --- | --- | --- | --- |
| Name of complainant (your name) |  | Student ID |  |
| Department of Study |  | College |  |
| Address for correspondence |  | Contact telephone number |  |
| Email address |  | Date of complaint submission |  |

**1. Description of your complaint**

|  |
| --- |
| Please provide details of:  1. the background to your complaint, including stating the relevant facts and events involved chronologically, together with relevant dates;  2. the issue(s) which you wish to be considered.  If you have several issues, please list these and provide details of each separately. |
|  |

**2. The History of your Complaint at the Informal Stage**

|  |
| --- |
| Please provide details of how you have raised these concerns so far including:   1. a description of the steps you have taken to resolve this matter informally, for example by raising it with the head of the relevant department, administrative section or college; 2. details and names of the people with whom you have raised this complaint informally, e.g. your Supervisor or Personal Tutor, College welfare team, Chair of a Board of Studies, Head of Administrative section; 3. the outcome of the complaint at the informal stage; 4. the reasons why you feel that your complaint remains unresolved. |
|  |

**3. Additional documents**

|  |
| --- |
| Please list any additional documents or other evidence you are submitting in support of your complaint. |
|  |

**4. The remedy you seek**

|  |
| --- |
| Please tell us what remedy you seek and why you believe this remedy is appropriate. |
|  |

Please send your complaint to the Registrar & Secretary’s Office, Heslington Hall.

E-mail: [registrar-and-secretary@york.ac.uk](mailto:registrar-and-secretary@york.ac.uk)

If you submit your complaint in hard copy please sign here to verify that it is from you.

Your signature……………………………………….…………….. Date …………………………………………