

**Formal Complaint Form**

Students or student applicants wishing to submit a Formal Complaint to the Academic Registrar via [complaints@york.ac.uk](mailto:complaints@york.ac.uk), as outlined in the [University Complaints Procedure](https://www.york.ac.uk/about/departments/support-and-admin/sas/complaints/) should use this form.

Before completing this form you should 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, service or college. If your complaint is about the relevant head of department, service or college you may use this formal procedure without having gone through the informal stage.

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| Name of complainant (your name) |  | Student ID |  |
| Department or Service responsible |  | Programme of Study  *e.g. MSc Economics* |  |
| College |  | Year of Study |  |
| Address for correspondence |  | Contact telephone number |  |
| Email address |  | Date of complaint submission |  |

The information provided will only be used to investigate the complaint. Please be aware that the University will need to gather information about the matters raised and that this information may include sensitive personal details. Please refer to section 9 of the Complaints Procedure for more information.

Students may seek help with submitting their complaint from YUSU’s Advice & Support team or the GSA.

For more information about raising a complaint, FAQs, and guidance on what will happen your complaint please visit the [complaints webpages](https://www.york.ac.uk/students/help/appeals/).

**1. Description of your complaint**

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| Please provide details of:  1. the background to your complaint, stating the relevant facts and events involved, together with dates. It would also be helpful if you provide a timeline at the end of the form.  2. the issue(s) which you wish to be considered.  If you have several issues, please list these and provide details of each separately. There is more space at the end of the document if you need it. |
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**2. The History of your Complaint at the Informal Stage**

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| 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 complaint 2. details and names of the people with whom you have previously raised this complaint informally 3. the reasons why you feel that your complaint remains unresolved. |
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**3. Additional documents**

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| Please list any additional documents or other evidence you are submitting in support of your complaint. If you have an outcome letter from the informal stage, please also provide this. |
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**4. The remedy you seek**

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| Please tell us what remedy you are seeking and why you believe this remedy is appropriate. |
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Please send your complaint to the Academic Registrar, University of York, YO10 5DD.

E-mail: [complaints@york.ac.uk](mailto:complaints@york.ac.uk)

If you submit your complaint in hard copy please sign here, otherwise please print your full name and date.

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

By signing above you confirm that the information you have provided is true and accurate to the best of your knowledge, and agree for us to investigate the complaint in line with our complaints procedure.

You also agree for us to process and share your information for the purposes of investigating the complaint, in line with GDPR principles. <https://www.york.ac.uk/records-management/dp/>

**5. Timeline and any other information**

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| Timeline of events (if relevant).  If you require additional space from one of the sections above you can also use this section. |
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