



THE UNIVERSITY *of* EDINBURGH

UNIVERSITY OF EDINBURGH Request for Complaint Investigation

Information for students and members of the public

This form should be used if

- You have a complaint about a University matter which you have not been able to resolve directly with the area responsible for the issue
- You are a student with a complaint about another student(s)
- You are a student with a complaint about inappropriate behaviour by a staff member

Before completing this form, please read the guidance at

www.ed.ac.uk/university-secretary-group/complaint-handling-procedure.

If you have relevant documentary evidence to support your complaint, please submit it with this form. Evidence should be as concise as possible and relevant to the complaint. Unreasonable quantities of evidence or evidence which is deemed not to be relevant to your complaint may not be considered. Investigation of your complaint will not commence until you confirm that your supporting documentation is complete; please see section 3 of the form.

The complaint form and any supporting documents will be seen by the person investigating your complaint, and may be seen by anyone named in the complaint and by relevant staff in the department(s) being complained about. Where sensitive issues are raised, for example in a complaint about another student, we will redact your contact details as necessary.

Information for students only

If you are a student (or recent student), we strongly encourage you to speak to the Advice Place before completing this form. The Advice Place is an independent service run by the Students' Association, and staffed by professional advisers with experience of supporting students with complaints. An adviser at the Advice Place can:

- help students to decide whether making a complaint is the best course of action, or whether another procedure may be more appropriate
- explain how the complaint procedure works, and what the potential outcomes may be
- read drafts of any correspondence students write to the University (including complaint forms), to help students make their case as clearly as possible
- support students at any meetings they attend with University staff in relation to their complaint if requested.

Students can contact the Advice Place in person at either of their offices in Potterrow or King's Buildings House, via email at advice@eusa.ed.ac.uk, by phone on 0131 650 9225, or online at www.eusa.ed.ac.uk/advice



1 Personal Details

| | |
|---|--|
| First Name: | |
| Surname/family name: | |
| Address: | |
| Email: | |
| Telephone: | |
| Programme of Study: <i>(for students only)</i> | |
| Matriculation No: <i>(for students only)</i> | |

2 Your Complaint

A. Please provide a summary of your complaint below (300 words max).



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B. If you have tried to resolve the complaint in any way, please tell us what you have done (200 words max).

C. Please provide a brief explanation of the issue(s) you consider to be unresolved (200 words max).

D. Please explain how you would like your complaint to be resolved (200 words max).



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- E. If you are submitting a complaint more than six months after the event you want to complain about or finding out that you have reason to complain, please provide a brief explanation for the delay (200 words max).

3 Supporting documentation

Do you wish to submit any supporting documentation for consideration? Yes/No

If "Yes", please tick here to indicate that what you have submitted is complete

Signature*:

Date:

*If submitting this form from your University email address please insert your name; no formal signature is needed.

4 Submitting this form

Once completed, this form should be submitted by email to Complaints@ed.ac.uk .

Our postal address is given below, but please note that during the current pandemic consideration of complaints submitted as hard copy may be delayed:

The Complaints Management Team
Academic Services
The University of Edinburgh
Old College
South Bridge
Edinburgh
EH8 9YL

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