FORMAL COMPLAINT FORM



Members of the public, applicants, other external contacts and companies with whom the University has dealings, may, at some time have cause to complain or express their dissatisfaction about a particular service or aspect of the University's provision. The University is committed to continuously improving our standards and constructively handling any complaints, taking any reasonable action to ensure that similar situations do not occur in the future.

Informal Complaint Resolution - Most complaints can be resolved informally, and as close to the origin of the complaint as possible. Complaints should be raised with the appropriate service manager who will make every effort to provide a corrective/preventative solution or an explanation of what has happened and why further action is not appropriate. In most cases a personal response to the complaint, by staff, may be adequate. But if appropriate, or where requested, a written response (by e-mail or letter) may be provided.

If, having followed the informal route the complainant believes that their concerns have not been properly addressed or where the complaint is particularly serious or confidential then the formal procedure set out below should be followed.

RAISING A FORMAL COMPLAINT:

To raise a formal complaint the following details must be completed on this form. We would ask that you provide as much detail as is relevant including any dates, times and witnesses to any act or incident.

YOUR DETAILS -	PLEASE WRITE CLEARLY
NAME:	
CONTACT ADDRESS:	
CONTACT PHONE:	
CONTACT E-MAIL:	
Event or other activity attended within the University:	

	DETAILS OF YOUR COMPLAINT:
	Please describe the nature of your complaint. (Attach separate sheets if necessary)
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	Details of your complaint continued			
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Who did you approach to resolve your	complaint informally?			
Who did you approach to resolve your complaint informally?				
Include the staff members name, post, Faculty/department and date raised:				
What action was taken to resolve your complaint:				
what action was taken to resolve your complaint.				
How do you propose the complaint could be resolved to your satisfaction?				
Where to return this form to:	What happens next:			
Conduct & Appeals Unit:	You should receive a formal			
Registry	acknowledgment of your complaint within			
University of Wolverhampton	the next 7 working days.			
MX Building, Camp Street	Variable than a second than a second			
City Campus Molineux	You will then normally receive a			
Wolverhampton WV1 1LY	substantive response within 28 working days.			
e-mail: conductandappeals@wlv.ac.uk	days.			
The street of th				
FOR OFFICE USE ONLY:				
DATE RECEIVED:	ACKNOWLEDGED:			
1 ST Action Notes:	2 nd Action Notes			