



PLEASE WRITE CLEARLY

The University is committed to high standards of service and the quality of teaching and learning. However, it is accepted that applicants/potential applicants may have complaints relating to their course or the services and facilities provided by the University. The University takes such complaints seriously and will deal with them without recrimination and in a confidential manner. 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.

It is hoped that most complaints can be resolved by the informal process. In most cases, the University's complaints system requires that complainants will have attempted to resolve the complaint by informal means, before raising a formal complaint. Complainants should have read and understood the University Complaints Procedure which is available at www.wlv.ac.uk/polsregs

RAISING A FORMAL COMPLAINT:

YOUR DETAILS -

NAME:

The following details must be completed on this form and we would ask that you provide as much detail as is relevant including any dates, times and witnesses to any act or incident. Supporting documentation may also be included where relevant.

CONTACT ADDRESS:				
CONTACT PHONE:				
CONTACT E-MAIL:				
APPLICANT NUMBER:				
DETAILS OF YOUR COMPLAINT Please describe the nature of your complaint:				
(Attach separate sheets if necessary)				

Details of your complaint continued Who did you approach to resolve your complaint informally? Include the staff members name, post, school/department and date raised:					
Include the staff members name, post, school/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?					
Van Cimatus					
Your Signature: Date Completed:					
Your Signature: Date Completed:					
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Your Signature: Date Completed:					
Your Signature: Date Completed:					
Your Signature: Date Completed:					
Your Signature: Date Completed:					
Your Signature: Date Completed: Where to return this form to: What happens next:					
Where to return this form to: What happens next:					
Where to return this form to: What happens next: Head of Admissions Unit: You should receive a formal					
Where to return this form to: What happens next: Head of Admissions Unit: University of Wolverhampton What happens next: You should receive a formal acknowledgment of your complaint					
Where to return this form to: What happens next: Head of Admissions Unit: You should receive a formal					
Where to return this form to: What happens next: Head of Admissions Unit: University of Wolverhampton Registry Camp Street What happens next: You should receive a formal acknowledgment of your complaint within the next 3 working days.					
Where to return this form to: Head of Admissions Unit: University of Wolverhampton Registry Camp Street Wolverhampton What happens next: You should receive a formal acknowledgment of your complaint within the next 3 working days. You will then normally receive a					
Where to return this form to: What happens next: Head of Admissions Unit: University of Wolverhampton Registry Camp Street What happens next: You should receive a formal acknowledgment of your complaint within the next 3 working days.					

FORMAL COMPLAINT FORM: FOR GROUP COMPLAINTS



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RAISING A FORMAL COMPLAINT:

The following details must be completed on this form and we would ask that you provide as much detail as is relevant including any dates, times and witnesses to any act or incident. Supporting documentation may also be included where relevant.

For group complaints, the group raising the complaint should nominate an individual to liaise with the University on their behalf and to act as spokesperson. This will be the Group Representative.

This form should be completed by the Group Representative.

GROUP REPRESENTATIVE	PLEASE WRITE CLEARLY			
NAME:				
CONTACT ADDRESS:				
CONTACT PHONE:				
CONTACT E-MAIL:				
APPLICANT NUMBER:				
DETAILS OF YOUR COMPLAINT Please describe the nature of your complaint: (Attach separate sheets if necessary)				

Who did you approach to resolve your complaint informally?				
Include the staff members name, post, school/department and date raised:				
What action was taken to resolve your complaint:				
How do you propose the complaint could be resolved to your satisfaction?				

GROUP CONSE	NT: To be completed by all ap	plicants bringir	ng the group complaint			
By signing this for	rm you are confirming that:					
You have personally been affected by the complaint detailed above You give your consent to the complaint being handled collectively You give your consent for the named Group Representative to liaise with the University on your behalf and to act as your spokesperson.						
Applicant ID	Full Name		Signature			
PP						
	(Insert rows or attach separate sheet if necessary)					
Declaration by C	Group Representative:					
I declare that I have been nominated on behalf of the applicants listed above to be the spokesperson in relation to this complaint.						
Your Signature:	•		Date Completed:			
Where to return this form to:		What happens next:				
Head of Admissions Unit: University of Wolverhampton Registry Camp Street		You should receive a formal acknowledgment of your complaint within the next 3 working days.				
Wolverhampton WV1 1AD e-mail: admissions@wlv.ac.uk		You will then normally receive a substantive response within 28 working days.				