

FORMAL COMPLAINT FORM: FOR GROUP STUDENT COMPLAINTS

The University is committed to high standards of service and the quality of teaching and learning. However, it is accepted that students 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 <https://www.wlv.ac.uk/current-students/conduct-and-appeals/>

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 of students 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: | |
| STUDENT NUMBER: | |

DETAILS OF YOUR COMPLAINT: *Please describe the nature of your complaint. (Attach separate sheets if necessary)*

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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?

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GROUP CONSENT: *To be completed by all students bringing the group complaint*

By signing this form 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.

| Student ID | Full Name | Signature |
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(Insert rows or attach separate sheet if necessary)

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| Declaration by Group Representative: | |
| I declare that I have been nominated on behalf of the students listed above to be the spokesperson in relation to this complaint. | |
| Your Signature: | DATE COMPLETED: |
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| Where to return this form to: | What happens next: |
| Conduct & Appeals Unit University of Wolverhampton Registry, MX Building, Camp Street City Campus Molineux Wolverhampton WV1 1LY e-mail: conductandappeals@wlv.ac.uk | You should receive a formal acknowledgment of your complaint within the next 3 working days. You will then normally receive a substantive response within 28 working days. |