



Details of your complaint continued

**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:*

**How do you propose the complaint could be resolved to your satisfaction?**

**Where to return this form to:**

**Conduct & Appeals Unit:**  
Registry  
University of Wolverhampton  
MX Building, Camp Street  
City Campus Molineux  
Wolverhampton  
WV1 1LY  
e-mail: [conductandappeals@wlv.ac.uk](mailto:conductandappeals@wlv.ac.uk)

**What happens next:**

You should receive a formal acknowledgment of your complaint within the next 7 working days.

You will then normally receive a substantive response within 28 working days.

**FOR OFFICE USE ONLY:**

<b>DATE RECEIVED:</b>		<b>ACKNOWLEDGED:</b>	
<b>1<sup>ST</sup> Action Notes:</b>		<b>2<sup>ND</sup> Action Notes</b>	