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| **Formal complaint form** |  |

**Important:** before completing this form, please ensure you have followed these steps:

1. Read in full the York St John University [complaints policy and procedure](https://www.yorksj.ac.uk/students/concerns-and-complaints/concerns-about-university-experience/).
2. Make sure that you have already attempted to resolve your concern informally with a relevant member of staff. Failure to attempt informal resolution may result in your formal complaint being referred back for informal consideration. You are asked questions about how you have attempted to resolve your concern informally on this form. In exceptional cases, you may have grounds to miss this stage; you will be asked why you think this is appropriate.
3. Consider whether or not you need to seek any advice. Relevant bodies may include Disability Services, the Equality and Diversity Adviser, or the Students’ Union.
4. Consider whether the matter should be dealt with as an appeal rather than a complaint. If you are seeking a review of an academic decision, for example relating to your progression on your programme or your academic award, you should instead use the [appeals procedure](https://www.yorksj.ac.uk/policies-and-documents/appeals-and-complaints/).
5. If you decide that it is appropriate to complete this form now, consider:

* Why you believe the informal resolution did not work.
* Whether or not you wish to have a meeting with the person considering the complaint.
* How to explain your complaint clearly and with relevant detail.
* What supporting documents might be relevant (e.g. copies of emails, notes of meetings, references to University procedures, handbooks etc.).
* What outcome you want from this complaint (e.g. apology, change of a process, additional or replacement support).

# Personal details

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| **Student name:** |  |
| **Student number:** |  |
| **School:** |  |
| **Full programme title:** |  |
| **Programme type** | Choose an item. |
| **Student status:** | Choose an item. |
| **Level of programme (3 / 4 / 5 / 6 / 7 / 8):** |  |
| **Date of graduation or withdrawal, if applicable:** | Click here to enter a date. |
| **Email address (used for correspondence):** |  |
| **Telephone:** |  |

# Details of the complaint

You must lodge your complaint within **one calendar month** of the incident or of the informal discussions relating to it.

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| Please provide **details of your complaint** below, including dates of relevant incidents: |
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| Please outline below the **outcome you are seeking:** |
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| Which members of staff have considered your informal complaint? |  |
| When did this informal consideration start? | Click here to enter a date. |
| When did this informal consideration end? | Click here to enter a date. |

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| Please outline below what the **outcome of the informal consideration** was and **why you are dissatisfied** with it: |
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| Have you attached any supplementary documents about your complaints? | Choose an item. |
| Documents attached: |  |

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| I certify that the information I have given in this complaint is correct to the best of my knowledge and I give my consent for the information to be disclosed to those parties involved in the investigation and judgement of the complaint, to be disclosed as necessary to progress the complaint or process the outcome, or as required by law. | |
| **Signed:** |  |
| **Dated:** | Click here to enter a date. |

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| **Please submit this complaint using one of the following methods:** | |
| **By email:** | * Send as an attachment to [casework@yorksj.ac.uk](mailto:casework@yorksj.ac.uk) * Supporting documentary evidence may be attached or sent under separate cover |
| **By post or in person:** | * Send your completed form and any additional documentation in a sealed envelope marked ‘Complaint’ to:   Student Casework  University Secretary’s Office  York St John University  Lord Mayor’s Walk  York  YO31 7EX |

York St John University is committed to equality of opportunity and an inclusive environment for all students irrespective of their age, disability, gender reassignment, pregnancy or maternity, race, ethnic origin or national identity, religion or belief, sex, or sexual orientation. Please note that we collect this information in order to monitor whether we are meeting our equality and inclusivity commitments. It does not affect the outcome of your complaint.

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|  | If you believe that discrimination on any of these grounds is relevant to this complaint, please tick this box and provide details below: |
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| If you have a disability that requires reasonable adjustments to accommodate your needs during the complaint process, please provide details below. |
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