# Stage Two (Formal) Complaint Form for Students or Student Groups

The [Student Complaint Procedure](https://www.bathspa.ac.uk/media/bathspaacuk/about-us/policies/academic-and-student/Complaints-Policy-and-Procedure.pdf) can only be used by current students or recent graduates (or group of students) who wish to make a complaint about an incident which has occurred in the last three months.

The purpose of a Stage Two (Formal) Complaint is to formally investigate an incident that the student has been unable to resolve informally with the Department or Service area in question at Stage One (Local Informal Resolution) of the Procedure.

Any student who feels they need help in writing or submitting their complaint, or would like continued support throughout the Procedure, can access support from the Students’ Union by emailing [su-advice@bathspa.ac.uk](mailto:su-advice@bathspa.ac.uk)

Bath Spa University cannot accept Complaints Forms submitted on a student's behalf. Any personal data submitted in this form will be processed and used by University Secretary’s Office Complaints to consider and respond to your complaint. Throughout the complaint investigation personal data will only be shared with relevant staff members.

In completing the form please clearly explain the nature of the complaint and the service and/or persons involved, including a dated log of all events and actions relevant to the event/s. Your statement should also include references to any evidence that you will be providing. Please also state the desired outcome.

Please submit your completed form to: [complaintsofficer@bathspa.ac.uk](mailto:complaintsofficer@bathspa.ac.uk)

Top of Form

## Your complaint

| TODAY’S DATE |  |
| --- | --- |
| TITLE OF YOUR COMPLAINT |  |
| ARE YOU  [Please delete what all those that do not apply] | A current student  A group of students  A recent graduate  A group of recent students |

## Your contact details

Please add your contact details below so we can communicate with you about your complaint. If you are complaining as a group, please add the spokesperson's contact details.

| TITLE |  |
| --- | --- |
| FIRST NAME |  |
| LAST NAME |  |
| BATH SPA UNIVERSITY EMAIL |  |
| STUDENT ENROLMENT NUMBER |  |
| PROGRAMME OF STUDY |  |
| POSTAL ADDRESS FOR CORRESPONDENCE |  |

## Details of your complaint

### Stage One (Local Informal Resolution)

| Please state what actions you took to resolve this complaint informally and why you were unsatisfied with the outcome: |
| --- |
|  |

### Dated log of activity

| Please give a dated log of any actions related to this complaint; including sending or receiving key email correspondence, meetings and phone calls. |
| --- |
|  |

### Your statement

| Please give a complete and thorough account of your complaint. Please include details of the services or staff members involved, what happened and when, and reference any supporting evidence that you would like to provide once we receive your complaint. |
| --- |
|  |

### Desired outcome

| What would be a positive outcome? |
| --- |
|  |

### Supporting documents

| Will you be providing additional documents as evidence? | Yes/ No [delete as appropriate] |
| --- | --- |

*If yes, we will contact you via your Bath Spa email to arrange this.*

## Declarations

| I declare that the above information is accurate to the best of my knowledge, and that I would be willing to answer further questions relating to it if necessary | Yes / No [delete as appropriate] |
| --- | --- |
| I confirm that details of this complaint can be shared with relevant staff members | Yes / No [delete as appropriate] |
| I confirm that I have read and understand the Bath Spa University Student Complaints Procedure document | Yes / No [delete as appropriate] |
| I confirm that the Complaints Officer may access my student data to be used in anonymised complaints monitoring and reporting | Yes / No [delete as appropriate] |
| I confirm that I have the consent of all students listed in this group to submit this complaint in their name | Yes / No [delete as appropriate] |