

Form for use in the submission of a complaint

This form should be used if you wish to raise a complaint at Stage Two of the [Procedure for Complaints](#).

You may wish to obtain advice on your case before submitting a complaint. The Students' Union offers an independent, impartial, confidential support service to all students. The Union's Support Office is run by your elected sabbaticals for Voice, Activity, Support and Community, supported by full time Union staff. The office is open 0900 to 1700, Monday to Friday. To make contact with Union Support, email ussu.advice@surrey.ac.uk. Details can also be found on www.ussu.co.uk.

Please complete all sections of this form. Sign and date the form before returning it.

Your details

<u>Title:</u> (eg. Mr/Ms/Mrs/Miss/Dr)	<u>Date:</u>							
<u>First name:</u>	URN: <table border="1"><tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr></table>							
<u>Surname:</u> (i.e. Family name)	<u>Current Level:</u> (eg. Level 4/5/6, Masters, Doctorate)							
<u>Contact address (in-semester):</u> 								
<u>Post Code:</u>								
Tel: Home - Mobile -								
NB. Please inform us if your contact details change								
<u>University email address:</u>								
Please note: All communication relating to your complaint will be via your University email account								
<u>Faculty:</u> (eg. Faculty of Arts and Human Sciences)								
<u>Programme of study:</u> (eg. MSc programme in Computing Systems Management)								
Did you seek advice from the Student's Union in relation to your complaint? Yes <input type="checkbox"/> No <input type="checkbox"/> Prefer not to say <input type="checkbox"/>								

Summary of your complaint or grievance

Use this box to provide a summary of the main focus of your complaint.

Case for your complaint or grievance

On a separate sheet, please set out the main points of your complaint or grievance, including information on who you have already raised your complaint with at Stage One of the procedure, within your Faculty or the University. Append hard copies of the supporting evidence to be considered in the assessment of your case. Please include details of:

- the poor service that is the focus of the complaint
- how often the poor service has been experienced (with dates and times)
- the effect of the poor service on the student
- the nature and number of their attempts to bring their complaint to the attention of the service provider
- why the outcome of Stage One, or local procedures for student at AIs, is not acceptable

This form is also available for download from the University internet pages at:

<http://www.surrey.ac.uk/oscar>

Please note that the University reserves the right to contact the authors of any evidence in order to verify authenticity. If the evidence can be shown to have been dishonestly acquired or is in itself dishonest the complaint may be dismissed and the matter submitted to the disciplinary process (if appropriate). Please contact oscar@surrey.ac.uk if you have any concerns in relation to these checks.

Outcome of your complaint or grievance

Please indicate below what remedy you are seeking to address your complaint (see section 28 of the [Procedure for Complaints](#)).

- By submitting this complaint, I can confirm that I have read and understood the privacy notice at the end of this form.
- I understand that OSCAR and the Complaint Handler will process personal details about me, which will include sensitive information, in order to deal with my complaint effectively.
- If I have submitted information about third parties, I confirm that the third party is aware and has agreed that I can use their information for the purpose of my complaint.
- I understand that the information provided in my complaint may be used as part of other University processes such as those outlined in the [Regulations for Fitness to Practice or Regulations for Fitness to Study](#).
- I understand that as part of the complaint process, OSCAR and the Complaint Handler may need to gather personal and sometimes sensitive information about me from different University departments, such as:
 - Student Services and Administration
 - Library and Learning Centre (including Additional Learning Support)
 - Accommodation Services and Wardens
 - Academic staff (including Personal Tutors, Supervisors, Programme Leaders, etc.)
 - Security Services
 - Faculties and/or the Doctoral College
 - University of Surrey Students' Union
 - IT Services
 - Vice Chancellor's Office
- I understand that the data provided in my complaint as well as the information collated by OSCAR and the Complaint Handler in relation to my complaint will be securely stored for 15 months after the date that I am no longer a registered student at the University or 15 months after the complaint is closed (whichever is the latter).
- I understand that it is my responsibility to contact OSCAR if I have any concerns in relation to how my data will be handled.
- I understand that I can withdraw my consent for OSCAR and the Complaint Handler to process my personal data at any time. However, I also understand that this is likely to mean that they cannot process my complaint.

Signature: _____

Date: _____

This completed form should be submitted with your supporting statement and any documentary evidence to: oscar@surrey.ac.uk

You are advised to keep a copy of all correspondence for your records

Privacy Notice: How OSCAR and Complaint Handlers handle your personal data in relation to complaints

OSCAR is part of the University of Surrey. We are registered as a data controller with the Information Commissioner's Office (our notification number is Z6346945) and we are committed to ensuring that the personal data we process is handled in accordance with data protection legislation. We have a named Data Protection Officer, Suzie Mereweather, who can be contacted via dataprotection@surrey.ac.uk.

What information do we collect from you?

OSCAR and Complaint Handlers hold and process personal data about current and former staff, current and former students and third parties. This could include personal sensitive information (for example, relating to health matters). The personal data we hold about you consists of contact details, name, student number, photo images, health information, academic records and any other information relevant to the processing of your complaint. We only collect the data we need in order to fairly and thoroughly process your complaint. We keep that data up to date.

We receive this data from you when you submit a complaint and as part of the subsequent processing of the complaint. This processing involves the collation of information from other Departments within the University:

- Student Services and Administration
- Library and Learning Centre (including records held by Additional Learning Support)
- Accommodation Services and Wardens
- Academic staff (including Personal Tutors, Supervisors, Programme Leaders, etc.)
- Security Services
- Records held by Faculties and/or the Doctoral College
- IT Services
- The Vice Chancellor's Office
- Recruitment and Admissions

The list above is not exhaustive, but provides a comprehensive overview. You should contact oscar@surrey.ac.uk if you wish to receive further detail.

We may also collect information relating to you from other internal sources, such as SurreyLearn or publicly available social media.

We may also obtain information from other organisations (for example, organisations concerned with health or organisations providing placements).

Why do we collect this information?

We collect your personal data in order to undertake a thorough investigation of the issues raised as part of your complaint. We are unable to process your complaint without the collation and processing of data provided by you and other University Departments.

We take our obligations for data handling very seriously and it is therefore important for you to know that we process data in relation to investigating your complaint in the legitimate interests of the University of Surrey. These purposes will never override your personal interests, fundamental rights and freedoms which require protection of your personal data.

What do we do with your information?

The University processes personal data and special category data in accordance with data protection legislation and its own Data Protection Policy.

We review and collate information that you have provided to the University in order to process your complaint. We collate information about you from other University Departments, publicly available sources and other organisations only when it is relevant to the processing of your complaint.

Information collated in relation to the complaint may be shared in order to process other student-facing regulations. For example the *Regulations for Fitness to Practise* or *Regulations for Fitness to Study*.

How long do we keep your information?

We keep your personal data in accordance with the University's retention schedules. This means that data collected and stored by OSCAR and the Complaint Handler as part of the complaint process is kept for 15 months after the date that you are no longer a registered student at the University or 15 months after the complaint is closed (whichever is the latter). The information is then destroyed.

Who do we share your information with?

It may be necessary to share your personal data with the following University Departments in order to process your complaint:

- Student Services and Administration
- Library and Learning Centre (including Additional Learning Support)
- Accommodation Services and Wardens
- Academic staff (including Personal Tutors, Supervisors, Programme Leaders, etc.)
- Security Services
- Faculties and/or the Doctoral College
- IT Services
- The Vice Chancellor's Office

- Recruitment and Admissions

It may be necessary to share your personal data with the University of Surrey Students' Union in order to process your complaint. You should contact the [USSU](#) directly for a copy of their Privacy Notice.

The list above is not exhaustive, but provides a comprehensive overview. You should contact oscar@surrey.ac.uk if you wish to receive further detail.

As part of routine authenticity checks we may also share copies of documentation that you have provided with the authors. This is conducted in order to verify that documentation is genuine.

Personal data that you have provided about third parties

By submitting personal data about third parties you are confirming that the third party is aware and understands why their personal data has been provided to the University and how it will be processed.

What rights do you have in relation to the way we process your data?

You can find detailed information about your rights as a data subject on the University's webpage.

You have the right to ask us to confirm that your personal data is being processed and to access (i.e. have a copy) of that data as well as to be provided with supplemental information about the processing.

Where the data we hold on you is inaccurate, you may request that we rectify these inaccuracies.

You have the right to have your data erased by us, although in certain circumstances we may not be able to do this.

The circumstances where this applies can be found in the data subject rights information on the University's webpage.

You can withdraw your consent to process your complaint and we will destroy information collated in relation to your complaint 15 months after the date that you are no longer a registered student at the University or 15 months after the complaint is closed (whichever is the latter).

We will keep the aggregate data which does not identify you within our datasets.

You have the right to restrict the ways in which we process your data. This means that, if requested, we will only store your data.

You have the right to object to the way we process your data. To exercise this right, please contact

dataprotection@surrey.ac.uk

Where we are using your data to make automated decisions about you or to carry out profiling, you can ask us to stop.

There are certain circumstances where we may not be able to stop carrying out this activity. You can find more detail in the data subject rights information on the University's webpage.

Signature: _____

Date: _____

This completed form should be submitted with your supporting statement and any documentary evidence to:

oscar@surrey.ac.uk

You are advised to keep a copy of all correspondence for your records

July 2019