

## Form for use in the submission of a stage 2 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](mailto:ussu.advice@surrey.ac.uk). Details can also be found on <https://surreyunion.org/>

You should inform the Office of Student Complaints, Appeals and Regulation (OSCAR) immediately if you require reasonable adjustments to be made to this complaints process.

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

### Your details

<p><b>Title:</b> _____ (eg. Mr/Ms/Mrs/Miss/Dr)</p> <p><b>First name:</b> _____</p> <p><b>Surname:</b> _____ (i.e. Family name)</p> <p><b>Contact address (in-semester):</b> _____ _____</p> <p><b>Post Code:</b> _____</p> <p>Tel: Home - _____ Mobile - _____</p> <p>NB. Please inform us if your contact details change</p> <p><b>University email address:</b> _____</p> <p>Please note:  <b>All communication relating to your complaint will be via your University email account</b></p> <p><b>Faculty:</b> _____ (eg. Faculty of Arts and Social Sciences)</p> <p><b>Programme of study:</b> _____ (eg. MSc programme in Computing Systems Management)</p> <p>Did you seek advice from the Students' Union in relation to your complaint?          Yes <input type="checkbox"/>          No <input type="checkbox"/>          Prefer not to say <input type="checkbox"/></p>	<p><b>Date:</b> _____</p> <p><b>URN:</b> <table border="1" style="display: inline-table; border-collapse: collapse; text-align: center; width: 100px; height: 20px;"><tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr></table></p> <p><b>Current Level:</b> _____ (eg. Level 4/5/6, Masters, Doctorate)</p>								

## Summary of your complaint or grievance

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

## Why your complaint was not able to be resolved at Stage One of the procedure

Please explain why you have not been able to resolve your complaint at Stage One of the complaints procedure, or why the outcome of Stage One is not acceptable. If you have not sought early resolution for your complaint at Stage One then you must do so before submitting a formal complaint at Stage Two.

## 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:

<https://www.surrey.ac.uk/office-student-complaints-appeals-and-regulation/complaints>

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](mailto: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 33 of the [Procedure for Complaints](#)).*

- By submitting this complaint, I can confirm that I have read and understood the [privacy notice](#) for student facing regulations.
- 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 Practise or Regulations for Support 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:
  - Academic Registry
  - Library and Learning Centre (including Additional Learning Support)
  - Centre for Wellbeing
  - Disability and Neurodiversity service
  - Accommodation Services and Residential Life team
  - Academic staff (including Personal Tutors, Supervisors, Programme Leaders, etc.)
  - Campus Safety Team
  - 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 18 months after the date that I am no longer a registered student at the University or 18 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](mailto:oscar@surrey.ac.uk)

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

September 2023