**UNIVERSITY OF ST ANDREWS**

**Complaint Form: Request for Investigation (Stage 2)**

**Information for all users**

If you have a complaint about something that is the responsibility of the University of St Andrews, and if you have not been able to resolve the complaint directly with the appropriate unit or department of the University, please complete the form below to enable us to investigate your complaint. Before doing so, however, please read the guidance notes about the University’s complaints procedure. This can be found [www.st-andrews.ac.uk/administration/complaints](http://www.st-andrews.ac.uk/administration/complaints), or a copy can be obtained from the address at the bottom of this page.

Any relevant documentary evidence that supports your complaint or gives the history of earlier interactions with the University *must be submitted with this form*. Because this is the final stage of the University’s consideration of your complaint, the evidence that you provide and the submission you make should be as complete as possible. It should also be directly relevant to the issues under consideration. Investigation of your complaint will not begin until you have confirmed on this form that your supporting documentation is complete (see Section 3).

**Information for current or recent students only**

If you are a current or recent student, you are strongly encouraged to obtain advice before completing this form. Such advice can be obtained from the Education Advocate at the Students’ Association (email: [inc@st-andrews.ac.uk](mailto:inc@st-andrews.ac.uk); tel. 01334 462700). The ASC office may also be able to help you (79 North Street; email: [theasc@st-andrews.ac.uk](mailto:theasc@st-andrews.ac.uk); tel. 01334 462020). These advisers can:

* Help you to decide whether making a complaint is the best or correct course of action, or whether another procedure is more appropriate (such as the academic appeals procedure)
* Explain how the complaints procedure works and what potential outcomes may be
* Reads drafts of your submission to help you make your case as clearly as possible
* Recommend the kind of evidence to submit with your complaint
* Support you in any meetings with University staff in relation to the complaint.

When you have completed this form and gathered all of your documentary evidence for submission, the form and all documentary evidence should be submitted either by email to [complaints@st-andrews.ac.uk](mailto:complaints@st-andrews.ac.uk), or by post to:

The Complaints Office

The University of St Andrews

College Gate

North Street

St Andrews

KY16 9AJ

**Section 1: Your Personal Details**

Surname / Family Name / Last Name:

First Name:

Postal Address for Correspondence:

Email:

Telephone(s):

**For Students Only**

Matriculation Number:

Programme and Year of Study:

**Section 2: Your Complaint**

1. Please give a summary of your complaint below (300 words maximum).
2. Please describe (1) what action you have taken to pursue the complaint up to now and (2) whom you have dealt with in the University in this regard (250 words maximum).
3. Please give a brief explanation of (1) the outcomes of your earlier pursuit of the complaint and (2) what issues you consider to be unresolved (300 words maximum).
4. Please describe precisely how you would like your complaint to be resolved (200 words maximum).
5. If you are submitting a complaint more than six months following the last related incident, please provide a brief explanation for the delay (200 words maximum).
6. If you are a student, are you submitting a complementary academic appeal through the academic appeals procedure? Yes / No (*delete one*)

**Section 3. Supporting Documentation and Signature**

Have you any supporting documentation to submit in support of your complaint? Yes / No

(*delete one*)

If ‘Yes’, please tick here to indicate that what you have submitted is complete [ ]

Signature:

Date: