#  Student Complaint Appeal Form Guidance notes

Before completing this form, you should read UK Versity’s Student Complaints Policy and Procedures. You must only use this form to appeal against the outcome of a formal complaint you have submitted to UK Versity under Section 8.3 of our Student Complaints Policy and Procedures.

You must attach a copy of the letter issued by UK Versity responding to your formal complaint and complete all sections on this form before we can consider your appeal.

**1. Section 1 – Your personal details**

**2. Section 2 – Your contact details**

Address:

Postcode:

Email Address:

Mobile number:

**3.Section 3 – Your complaint**

If relevant, which Division/Department or area is the subject of your complaint?

If relevant, which student or staff member is the subject of your complaint?

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Please clearly outline the reasons for your appeal below and attach any separate information that you feel is relevant to your appeal.

Please explain why you are not satisfied with the response you have received to your formal complaint.

What would you like UK Versity to do to resolve your complaint (i.e. what reasonable solution(s) are you looking for?)

**4. Section 4 – Your declaration and signature**

I confirm that the information given on this form is true and correct and in submitting this I understand that UK Versity:

* Will not accept complaints or appeal from third parties or anonymous sources.
* May need to share information with other persons or organisations as part of any investigation to resolve my complaint or appeal.
* Will deal with any complaint or appeal that it believes to be malicious and unfounded under the provisions of its Student Disciplinary Policy and Procedures.

**Signature** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Date** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Please send all documents/papers, including this form by post to:

**Head of Compliance**

**Student Complaints**

**UK Versity,**

**3 Universal Square,**

**Devsonshire Street North,**

**Manchester M12 6JH**

Or by email to: complaints@ukversity.co.uk

**In the case where the complaint relates to the Head of Compliance, send your complaint to:**

**Principal**

**Student Complaints**

**UK Versity,**

**3 Universal Square,**

**Devsonshire Street North,**

**Manchester M12 6JH**

**Please keep a copy of the completed complaint form and any associated documents for your own records.**