

### Before completing this form:

- Please read the guidance notes on page 3. You can also visit the University Complaints webpage for more information: <http://www.arts.ac.uk/study-at-ual/academic-regulations/complaints-and-appeals/making-a-student-complaint/>
- If you require advice or support please contact the Students' Union at the earliest opportunity:  
Email: [advice@su.arts.ac.uk](mailto:advice@su.arts.ac.uk) Telephone: 020 7514 6270  
Website: <https://www.arts-su.com/help/advice>
- All correspondence relating to this complaint will be sent to your registered UAL email address. Please make sure that you check it regularly. If your contact details change, you must inform the Student Complaints Officer immediately.

**Please submit this form to the College or Service Student Complaints Officer (SCO) and keep a copy.**

### Part A - Student Details:

1	<b>First Name:</b>	<b>Course Title:</b>
	<b>Surname:</b>	<b>College:</b>
	<b>Student ID number:</b>	<b>Current Year of Study:</b>
	<b>UAL email address:</b>	<b>Course Leader:</b>
	<b>Contact telephone:</b>	<b>Personal Tutor:</b>
	<b>Postal address:</b>	
2	<b>Group Complaints</b>	
	<i>If you submit a complaint as a group, all members of the group must sign the complaint form. The group must elect representatives (maximum 2) to speak and meet on behalf of the group.</i>	
	<b>If this is a group complaint, who are the spokespersons (maximum 2 students)?</b>	
<b>Please list the names of all students making the complaint:</b>		
3	<b>Do you have a disability?</b>	Yes <input type="checkbox"/> No <input type="checkbox"/>
	<b>Do you think you will need any disability related support or adjustments at any stage during the complaints process?</b>	Yes <input type="checkbox"/> No <input type="checkbox"/>
	<b>If yes, please detail your requirements for adjustments during the complaints process here</b> (for example forms in a different format, support at meetings, assistance with access): <i>You do not need to disclose the nature of your disability.</i>	
	<b>If you have spoken to someone about your disability (e.g. your College Disability Officer, Learning Support Adviser or the Central Disability Team) please give their name and contact details:</b>	
You can find contact details for Disability Services at <a href="http://www.arts.ac.uk/study-at-ual/student-support/disability/">http://www.arts.ac.uk/study-at-ual/student-support/disability/</a>		

<b>4</b>	<b>Have you spoken to anyone about your complaint? (E.g. your tutor, course director or the Students' Union)</b>	Yes <input type="checkbox"/> No <input type="checkbox"/>
	If yes, what is the person's name and position?	
<b>5</b>	<b>Have you attempted to resolve your concern informally, for example by raising a concern with a member of staff?</b>	Yes <input type="checkbox"/> No <input type="checkbox"/>
	If yes, what is the person's name and position?	

### Part B - Supporting Statement:

<b>6</b>	<b>Please explain the reasons for your Formal Complaint:</b>
	<i>Continue on a separate sheet if necessary.</i>
<b>7</b>	<p><b>Please specify the key points of your Formal Complaint to which you require specific response:</b></p> <ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> <li>4.</li> <li>5.</li> <li>6.</li> <li>7.</li> <li>8.</li> </ol>

<p>9.</p> <p>10.</p> <p>Please attach an additional sheet if you have more than ten key points.</p>		
<p>8</p>	<p><b>Please indicate the remedy/resolution you are seeking:</b></p>	
<p>9</p>	<p><b>Please list the evidence attached to this form, where appropriate:</b></p>	
<p>10</p>	<p><b>Student Signature:</b></p>	<p><b>Date:</b></p>
<p><b>Please submit this form to the College or Service Student Complaints Officer (SCO) and keep a copy.</b></p>		

### Guidance for Completing this Form

**Complaints about your College** should be emailed to the College or Service Student Complaints Officer:

**Camberwell Chelsea Wimbledon**

[student.complaints@ccw.arts.ac.uk](mailto:student.complaints@ccw.arts.ac.uk)

**Central Saint Martins**

[student.complaints@csm.arts.ac.uk](mailto:student.complaints@csm.arts.ac.uk)

**London College of Communication**

[student.complaints@lcc.arts.ac.uk](mailto:student.complaints@lcc.arts.ac.uk)

**London College of Fashion**

[student.complaints@fashion.arts.ac.uk](mailto:student.complaints@fashion.arts.ac.uk)

**Complaints about Accommodation or Housing** should be emailed directly to [accommodation@arts.ac.uk](mailto:accommodation@arts.ac.uk)

**Complaints about any other University Service or Department** should be emailed directly to the department. All department contact details can be found on the University intranet, or alternatively you can contact the University Complaints Unit at [complaints@arts.ac.uk](mailto:complaints@arts.ac.uk) to find out who you should submit your complaint to.

## Help & Advice

The **Students' Union** can discuss any concerns you may have and advise you on the complaints process. You are advised to contact them at the earliest opportunity on 020 7514 6270, at [advice@su.arts.ac.uk](mailto:advice@su.arts.ac.uk) or by visiting their website at: <https://www.arts-su.com/help/advice>

You can also visit the **University Complaints & Appeals webpage** for more information: <http://www.arts.ac.uk/study-at-ual/academic-regulations/complaints-and-appeals/>

## Part A – Student Details

### 1 Contact Details

Please complete your contact details in full. All correspondence relating to this complaint will be sent to your registered University email address, so you should make sure that you check it regularly. If your contact details change, you must inform the University Complaints Unit immediately.

### 2 Group Complaints

If you submit a complaint as a group, all members of the group must sign the complaint form. The group must elect representatives (maximum 2) to speak and meet on behalf of the group.

### 3 Students with Disabilities

The University works hard to anticipate and meet disabled students' needs. Section 3 asks you to inform us if you have a disability and whether you need any support or adjustments. This helps us ensure that you can access the complaints process. By 'disability' we mean: sensory or physical difficulties, long-term health conditions, mental health difficulties, autistic spectrum disorders (including asperger syndrome) or specific learning difficulties (e.g. dyslexia, dyspraxia, ADHD).

You do not need to disclose the nature of your disability, but it will help us to make adjustments to the complaints process if you tell us about the type of support you usually need. Some examples might be that you need help completing forms or information in alternative formats, or that you have access requirements which will need to be taken into account. If you do complete this section of the form the University Complaints Unit will contact you to discuss your requirements. Any information you provide will be handled sensitively. If you have any concerns about disclosing disability information on the form, please contact the University Disability Service for advice on 020 7514 6156.

### 4 Who have you spoken to about your complaint?

Please indicate whether you have already spoken to your tutor, course director, the Students' Union or Student Services. This helps us to liaise with the right people to follow up your complaint.

### 5 Confidentiality

Information provided on this form will be handled with discretion and will only be used by the University for the purpose of conducting a fair investigation and finding an appropriate resolution. Disclosure of information will be limited to staff members involved in seeking a resolution. Where accusations have been made against third parties (for example against a specific staff member) the accusations will normally be shared with the third party to give them opportunity to respond.

Any personal data provided will be handled under the Data Protection Act, and personal data disclosures will be handled with discretion by the Information Governance team.

If you have any concerns about disclosing information on the form, please contact the Students' Union for advice on 020 7514 6270.

### Have you attempted to resolve your concern informally?

The University has an Informal Complaint process which allows students to raise concerns with a member of staff and seek a resolution without the requirement for submission of a formal complaint. This process is optional but available to all students. If you have attempted to address your concern informally please give details here. If you have not and you would like to do so please contact your College Student Complaints Officer.

## Part B – Supporting Statement

### 6 Supporting Statement:

Please use this section to give more details about your complaint.

**The following issues are excluded from the Complaints Procedure.** The University Secretary & Registrar may decide to investigate a complaint regarding one of the excluded categories if he/ she considers it fair and reasonable to do so.

- a) **Complaints raised anonymously**
- b) **Third party complaints**
- c) **Complaints submitted by someone acting on behalf of the student**
- d) **Complaints submitted in relation to a time when the complainant was not an enrolled student of the University.** Complaints about any aspect of the **admissions process** should be raised under the Admissions Procedure: <http://www.arts.ac.uk/study-at-ual/academic-regulations/course-regulations/1-admissions/> . Complaints from **former students** should be raised with the University Complaints Unit directly: [complaints@arts.ac.uk](mailto:complaints@arts.ac.uk).
- e) **Complaints raised by students enrolled at another institution on a course leading to an award of the University.** Complaints should be addressed to the institution at which the student is enrolled.
- f) **Complaints about the decisions of exam boards.** All appeals against exam board decisions should be submitted on a Request for Review of an Exam Board Decision form to the University Appeals Unit: <http://www.arts.ac.uk/study-at-ual/academic-regulations/complaints-and-appeals/appealing-an-exam-board-decision/>
- g) **Complaints about the outcomes of a student disciplinary hearing.** These are covered by the student conduct regulations: <http://www.arts.ac.uk/study-at-ual/academic-regulations/student-regulations/disciplinary-code-for-students/>
- h) **Complaints against fellow students.** Concerns can be addressed through the student conduct regulations: <http://www.arts.ac.uk/study-at-ual/academic-regulations/student-regulations/disciplinary-code-for-students/>

- i) **Complaints about the Students' Union trading activities, its role as a licensee or in relation to the conduct of elections.** Complaints about the Students' Union trading activities or its role as a licensee should be directed to the Students' Union: <https://www.arts-su.com/> . Complaints about student elections should be addressed by the University Secretary & Registrar in his/her capacity as Returning Officer.

### **7. Key Points**

Please specify the key elements of your complaint in short statements as this will make it easier for the College to ensure that each of your points are responded to. Please attach a separate sheet if you need to specify more than ten points.

### **8. Remedy/Resolution**

Please tell us what you think would be a reasonable solution to the problem you have raised. This helps us to address your complaint in the most appropriate way.

### **9. Evidence**

Please attach any relevant evidence that you may have to support or illustrate your complaint. Evidence can be scanned and emailed in the first instance – the University Complaints Unit will contact you if they need hard copies or any further pieces of information.

Evidence may be shared with accused parties and staff members investigating your complaint. It will only be used for the purpose of your complaint investigation and any personal data provided to us will be processed in line with the Data Protection Act 2018.