**EXTERNAL COMPLAINTS FORM**

**External complaints procedure**

**The University operates an informal complaints procedure and a formal complaints procedure. You should raise issues through the informal procedure in the first instance and should only use this form if it has not been possible to find a remedy to the complaint or if you are dissatisfied with the proposed remedy under the informal procedure.**

Before completing this form, you should read the University’s External Complaints Procedure.

This form should be typed, or completed in black ink and sent to the Vice-Chancellor’s Office (Ref: External Formal Complaint). All sections of the form must be completed. You are advised to keep a copy of the form.

This form must be completed and submitted within 30 working days of the situation arising.

The Vice-Chancellor’s Office will acknowledge receipt of your form normally within 5 working days, and will arrange for your complaint to be investigated by an appropriate University officer. If you do not receive an acknowledgement within 5 working days, please contact the Vice-Chancellor’s Office to ensure that your form has been received.

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| All communications relating to this complaint must be in writing and either emailed or posted to: | |
| **(for post)**  Vice-Chancellor’s Office  (Ref: External Formal Complaint)  University of Wales: Trinity Saint David  College Road  Carmarthen  SA31 3EP | **(for email)**  Email: [VCOffice@uwtsd.ac.uk](mailto:VCOffice@uwtsd.ac.uk)  (Subject: External Formal Complaint) |

**The University will acknowledge receipt of your complaint and provide you with any updates and an outcome by post or email**

**This form is available electronically on the University’s website:**

[**http://www.uwtsd.ac.uk/governance-management/external-complaints/**](http://www.uwtsd.ac.uk/governance-management/external-complaints/)

**THIS FORM IS ALSO AVAILABLE IN WELSH**

**SECTION A: Contact Details**

|  |  |
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| Name: |  |
| Address: |  |
| Telephone Number: |  |
| E-mail address: |  |

**SECTION B: Details of complaint and desired outcome**

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| Details of complaint Please state the nature of your complaint. Indicate any events, dates or times that you feel are relevant.  (this box will expand as you type or you may attach additional sheets) |

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| **Supporting evidence.**  List and describe any documentation which you have attached in support of your statement.  (this box will expand as you type or you may attach additional sheets) |

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| **Desired outcome**  Please outline, without prejudice, the outcome or further action you would like in resolution of this complaint.  (this box will expand as you type or you may attach additional sheets) |

The officer appointed to investigate your complaint is responsible for determining the actions needed to examine and bring the complaint to a satisfactory conclusion. These may or may not include meeting the parties directly involved. S/he will provide a full written response to your complaint, normally within 20 working days. Where the investigation cannot be completed within that time for good reason (such as staff unavailability, or because the matter is complex), you will be provided with a revised timescale.

**SECTION C: Details of informal procedures**

Most complaints can be resolved simply and swiftly in an informal manner, at a local level, by discussing the issue or concern with the relevant person.

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| Have you discussed your complaint with a member of staff most directly involved with the situation as part of the informal procedure for investigating complaints: | |
| Yes: | No: |
| Name of member of staff to whom you initially reported this complaint:  (this box will expand as you type or you may attach additional sheets) | |
| If you have not discussed your complaint with a member of staff as part of the informal procedure for investigating complaints, please explain the reasons for not doing so and why you wish to take the complaint to formal procedures.  (this box will expand as you type or you may attach additional sheets) | |

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| If appropriate, please provide details of the remedy offered after the informal procedures for investigating complaints.  (this box will expand as you type or you may attach additional sheets) |
| If appropriate, please explain why you are dissatisfied with the remedy offered after the informal procedures for investigating complaints.  (this box will expand as you type or you may attach additional sheets) |

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| The information which I have provided is correct and complete to the best of my knowledge. I give my consent for this information to be disclosed to the relevant officers of the University who are responsible for considering complaints and to any members of staff named in the complaint. **I acknowledge that the University reserves the right to check on the validity of the document(s) I have submitted and / or the statements I have made.** | | | |
| **Signature of Complainant:** |  | **Date:** |  |