**External Formal Complaints Form**

You should have attempted to resolve your complaint informally.

This form should be completed in the instance where you wish to raise a formal complaint that was not solved satisfactorily by informal means. This must be done **within three months** of the original incident (or a full explanation for the delay must be included).

Please read the External Persons Complaints Policy in conjunction with completing this form.

Please include as much information about the problem as possible and attach any relevant evidence to enable us to fully investigate your complaint.

Please complete all fields on this form as fully as possible.

**Completion and Submission**

This form may be completed and submitted by:

* Completing the form electronically and then emailing it together with any supporting documents to [complaints@law.ac.uk](mailto:complaints@law.ac.uk); or
* Printing off and completing the form manually, posting it together with any supporting documents to: Academic Registry (University Complaints Officer)

The University of Law, 14 Store Street,

Bloomsbury, London WC1E 7DE.

|  |  |
| --- | --- |
| Name |  |

|  |  |
| --- | --- |
| Address |  |

|  |  |
| --- | --- |
| Telephone Number |  |

|  |  |
| --- | --- |
| Email |  |

|  |  |
| --- | --- |
| Date(s) problem occurred |  |

Are you attaching supporting evidence? Yes  No

|  |
| --- |
| **Please set out clearly the nature and origin of your complaint:** |
|  |

*Please continue on a separate sheet of paper if necessary*

|  |
| --- |
| **Please describe the steps you have taken to resolve your complaint informally, including the member(s) of staff you approached. If you believe the outcome is not satisfactory, please explain why:** |
|  |

*Please continue on a separate sheet of paper if necessary*

|  |
| --- |
| **Please indicate the outcome you are requesting from this process:** |
|  |

Please sign and date the form below and attach any supporting documents and submit the form and documentation either by email or through the post to the address shown on the previous page.

|  |  |  |  |
| --- | --- | --- | --- |
| Signature: |  | Date: |  |

|  |  |  |
| --- | --- | --- |
| **Process** | **Procedure** | **Timing** |
| Formal Complaint | Complainant submits Complaints form and supporting documents | As soon after the occurrence of the problem and possible and certainly within three months |
| University acknowledges the Complaint | Within seven calendar days of receiving the Complaint |
| Conclusion of the investigation and report submitted to complainant | Within five weeks of acknowledgement of the Complaint |
| Appeal of Complaint Decision | Complainant submits application requesting a review of the Complaints decision | Within 14 calendar days of receipt of the Complaint outcome |
| University acknowledges the request | Within seven calendar days of receiving the application |
| Conclusion of the appeal and report submitted to complainant | Within five weeks of acknowledgement of appeal request |