

FORMAL COMPLAINT



This form must be used for any Formal Complaint. Before completing this form, please refer to the [Queen Mary Student Complaints Policy](#) for details of how complaints are handled.

You are strongly advised to first seek to resolve your complaint via informal means, as outlined in the [Student Complaints Policy](#), as many issues can be resolved without the need for a formal complaint.

Please note that there is a separate process for appealing decisions made with regards to assessment, progression, and award, or decisions made following disciplinary processes etc. Further information on a Formal Appeal is available in the Queen Mary [Appeal Policy](#).

Please complete **ALL** sections of this form.

Personal details

Name	
Student ID number	

Case details

Please set out in a **separate statement** the main points of your Formal Complaint. Please be as concise as possible and refer only to relevant information. Make sure you include all information you wish to be considered and provide documentary evidence to support your points.

Summary of documentation

Please use the box below to list the documentation you are submitting as part of your Formal Complaint. Please also include any documentation which is outstanding and yet to be submitted.

Please be aware that it is a complainant's responsibility to provide evidence in support of their complaint and subsequent documentation shall only be accepted at the discretion of the investigating officer if it forms written proof of points covered in this submission.

Requested outcome of your Formal Complaint

Please outline what action you would like to see taken in order to resolve your Formal Complaint.

Declaration

I confirm that the information given in this form and any additional documentation which I have provided is true, accurate and correct. I also confirm that I consent to having my personal data processed, by such academic and administrative staff as may be necessary, for the purpose of processing my Formal Complaint. My personal data may include, amongst other information, any relevant medical details such as medical information which I have provided as evidence in support of my Formal Complaint. I also consent to my personal data held by other Queen Mary departments, such as the Disability and Dyslexia Service being processed for the purposes of assessing my Formal Complaint. For further information on personal data handling, please see <https://www.qmul.ac.uk/privacy/>.

Signed:	
Date:	

Once completed, this form and all supporting documentation should be submitted electronically from your Queen Mary email account to the relevant Head of School (or their nominee), Director of Institute (or their nominee), or to the Director of the relevant professional service (or equivalent) that you are complaining about. If you cannot submit your Formal Complaint in this way, please contact the Appeals, Complaints and Conduct Office on +44 (0) 207 882 3457 to discuss alternative methods of submission.

In accordance with paragraph 25 of the [Student Complaints Policy](#), if you feel you have good reason why your Formal Complaint cannot be considered by the relevant Head of School/Director of Institute/Director of Professional Service, please submit this form and all supporting documentation directly to the Appeals, Complaints and Conduct Office, via email (appeals@qmul.ac.uk). **If you submit your complaint directly to the Appeals, Complaints and Conduct Office, your statement must include details of your good reason.**