

# COMPLETING A COMPLAINT APPLICATION FORM

To submit a complaint to UCL, you will need to complete a Student Complaints Procedure Application Form. Outlined below are the key sections of the form with information you should know about each, and how to complete them fully and clearly.

Please note, if you are dissatisfied with a decision about an academic outcome, you should use the **Academic Appeals Procedure** to dispute this.

## SECTION 2 Informal Resolution

It is good to explain clearly what steps you have taken to resolve the issue before you submit a complaint. Not doing this step will not automatically mean your complaint will be rejected, but it will definitely help, so if you felt comfortable doing so, it might be something to try first.

This could be writing an email to the department or service you are making the complaint about, stating that you were not happy with the situation, why you are unhappy with it, and to request some sort of compensation (as you would in the complaint form). This gives the person or department a chance to respond.

You could also contact the **UCL Student Mediator** (you'll see this service mentioned in Section 3), who can advise and assist you to resolve disagreements with staff, students or services at UCL. You can contact the Student Mediator at **studentmediator@ucl.ac.uk**.

## SECTION 4 Your Complaint

Here is where you describe what your complaint is. Don't worry if it's long (you can extend the box), but you should make sure what you write is clear, and as concise as possible – try not to include things which are not directly linked to the complaint.

You should be clear on:

- **what** exactly you are complaining about, and
- **why** you are dissatisfied with what has happened

You can add something in your complaint about how this issue has impacted you, for example:

- has it affected you financially?
- has it had a negative effect on your wellbeing?
- has it impacted your academic work?

Be clear on what consequences this issue has had for you directly. If you can explain what impact your issue has had, this will make your reason for complaint clearer to the Complaints Panel.

If you have any evidence (e.g. medical records or letters, bank statements) to show the impact of the issue, you should note this in your complaint, and include this with the submission.

Please find below an example paragraph of how you could explain your complaint, showing how to make your main points clear, and including how to refer to evidence and refer to any informal resolution attempts:

“I am making a complaint about the lack of input and support from my supervisor, as I have received insufficient guidance and feedback on my thesis from them. I have included records from my Research Student Log to show this (please see appendix A). This has made completing my research project incredibly difficult, and I am now unable to complete my research this term in order to present my thesis at my upgrade viva.”

“This has led me to feel incredibly stressed and anxious, and has had an impact on my mental health – please see appendix B (doctor’s note). I have contacted the Student Mediator to pursue an informal resolution to this matter (see appendix B – email communication), but I remain unhappy with the outcome.”

## SECTION 5 The Outcome

In this section, you are asked to set out what you would like to see done to resolve this issue. Some options might be:

- an acknowledgement or an apology
- a financial reimbursement
- a change of supervisor

You can amend as you feel is appropriate for you – the key thing is to think about what you feel would be reasonable compensation for you, and what you feel would be beneficial for you to move forward from the situation that caused you to make the complaint.

If you are requesting financial compensation, you will need to reason and evidence how you have come to the amount requested.

An example might look like this:

“As compensation I am seeking £238.35 for the days in UCL accommodation where I was unable to stay in my assigned room, due to the failure of the maintenance team to repair the leaking pipe in a timely manner.”

“I did not have access to my room for one week (see appendix A – email communication with reception/repair team), and am requesting a refund for this week, which comes to £238.35 (see appendix B – UCL Accommodation invoice).”

## SECTION 6 Supporting Documents

You will need to include all the evidence you have to support your argument here. The casework team will not have access to any documents, so you will need to include everything which is relevant to your complaint. This could include things like:

- email communications between you and the department or service you are making the complaint about
- any communications you received which are contrary to UCL policies
- a short timeline of events
- receipts / payment confirmations
- witness accounts
- course handbooks

## Submitting Your Complaint Application Form

- Make sure you complete all sections as fully and clearly as you can, and sign and date the form
- Remember to submit within the deadline – you have three months from the time the event took place to do this
- You can submit your complaint application form and your supporting documents to the casework team at **[casework@ucl.ac.uk](mailto:casework@ucl.ac.uk)**