

# COMPLETING A COMPLAINT APPLICATION FORM

To submit a complaint to UCL, you will need to complete a Complaint 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.

You can read all the details of the process to follow in the **UCL Student Complaints Procedure**. We've also produced a handy **guide to the Student Complaints Procedure**.

## SECTION 3 – THE GROUNDS OF YOUR COMPLAINT

In this section you will need to state on which grounds your complaint is being made. Please note that this section is only for academic complaints. You can choose more than one ground, if you feel that is appropriate to your complaint.

Some examples might be:

- if you were given clear information in your programme handbook about the content of your course, and then you didn't receive any lectures on that content, your complaint could be categorised as:  
5.3.2 (b) The programme was not organised or delivered

in accordance with the information and documentation provided to students on the programme

- if you believed the mark you have been given was miscalculated, your complaint could be categorised as:  
5.3.3 (b) [5.3.4 (a) ii if you have been asked to leave the programme or the university] There has been an arithmetical or transcription error in the compilation of the marks and/or the result
- if you are a postgraduate or PhD student, and you felt you did not receive adequate supervision from your mentor or supervisor, your complaint could be categorised as:  
5.3.1 Alleged deficiency in teaching/supervision received for some or all parts of the programme

## SECTION 4 – 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 5), 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 6 – 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 7 – 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
- opportunity to resubmit an assignment

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.

An example might look like this:  
As compensation I am seeking £840 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.

## SECTION 8 – 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 course specific 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

## 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 two

months from the time the event took place to do this.

- You can submit your complaint application form and your supporting documents via AskUCL.