**We recommend you read through this form before you begin completing it**

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| **Part E: Resolution** |
| **E1: What outcome are you seeking?** |
| *Guidance: We will only consider outcomes that are reasonable and which are allowed under the University’s Academic Regulations. If you are seeking compensation for financial loss then you must provide evidence of actual loss* |
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| **Part A: Personal Details** | |
| **A1: First name** |  |
| **A2: Surname** |  |
| **A3: University email address** | **@mail.bcu.ac.uk** |
| **A4: Student ID number** |  |

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| **Part B: Informal resolution** |
| **B1: Have you attempted informal resolution?** |
| *Guidance: While informal resolution is not compulsory, we encourage all students to engage with this stage as it is often the quickest and easiest way to solve problems. If it seems that the issue(s) you are raising would be suitable for informal resolution, Student Governance may signpost you to appropriate staff to discuss informal resolution before taking any further action.* |
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| If you have answered ‘Yes’ to the question above, please explain what the outcome was and who provided the outcome to you.  **The outcome of informal resolution was:** |
| If you have answered ‘No’ to the question above, please explain why you have not attempted informal resolution.  **I have not attempted informal resolution because:** |

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| **Part C: Complaint details** |
| **C1: What is the incident or issue you are complaining about?** |
| *Guidance: Please set out your complaint clearly and briefly. Where you are complaining about a series of incidents or issues, you may find it helpful to set out a timeline of what has happened.* |
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| **C2: When did the incident or issue you are complaining about happen?** |
| *Guidance: You should usually make a complaint within 15 working days of a single incident or the last of a series of incidents occurring. Complaints made outside 15 working days may still be considered, but may be deemed ineligible if they are considered unreasonably delayed.* |
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| **C3: What evidence are you providing in support of your complaint?** |
| *Guidance: You must provide evidence in support of your complaint. Complaints submitted without any evidence may be considered ineligible, or we may pause consideration of your complaint and give you time to provide evidence. You should list your evidence below and should refer to it in your explanation at Sections C1 and C2.* |
| **Evidence A:** |
| **Evidence B:** |
| **Evidence C:** |
| **Evidence D:** |
| **Evidence E:** |

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| **Part D: Complaint track** |
| **D1: Which track do you wish your complaint to be considered under?** |
| *Guidance: There are two ways of dealing with formal complaints: fast-track and non-fast-track. Fast-track is typically appropriate where minimum investigation is required and/or your main concern is to resolve the matter as quickly as possible. Non-fast-track will usually be used where a matter is complicated and requires more detailed investigation.* |
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| **Part E: Resolution** |
| **E1: What outcome are you seeking?** |
| *Guidance: We will only consider outcomes that are reasonable and which are allowed under the University’s Academic Regulations. If you are seeking compensation for financial loss then you must provide evidence of actual loss* |
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| **Part F: Data Protection** |
| Birmingham City University is the data controller for the personal data processed to consider your formal complaint. We consider that the lawful basis for processing your personal data falls under Article 6(1)(b) (performance of a contract) of GDPR because it is necessary as part of the contract between you and the University. In addition, we consider the processing of any special category personal data provided as part of the formal complaint process will fall under Article 9(2)(a) (explicit consent) of the GDPR as the personal data is provided on a voluntary basis by you to support your complaint. |

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| **Part G: Declaration** |
| I have read and understood the Student Complaints Procedure. I confirm the information given on this form and the supporting evidence is true and accurate. I understand that if at any time during the complaints process my behaviour is considered vexatious or malicious, the University may decline to continue consideration of my complaint and / or make a referral under the Student Disciplinary Procedure. I authorise the University to consider my complaint and if considered necessary check that the evidence I have submitted is genuine. |
| **Signature** *If submitting your form electronically (for example, by email), please type your name* |
| **Date**  Click here to enter a date. |

**Next steps**

Submit your completed form along with your evidence to: [AppealsandResolutions@bcu.ac.uk](mailto:AppealsandResolutions@bcu.ac.uk).

If your complaint is eligible for consideration, we will send you a dated acknowledgement of receipt within five working days of receiving this form. **If you have not heard from us after this time, please contact Student Governance at the email address above.**Before you submit your form, check you have done the following. This will help speed up our consideration of your complaint. Have you:

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| * Checked the Procedure to see if your complaint is likely to be eligible? | * Considered whether your complaint can or should be resolved informally, and attempted informal resolution? |
| * Provided evidence in support of your claim, or indicated that evidence will follow? | * Considered which track you want your complaint to be considered under, and stated it at Section D1? |