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### **Student Complaint Form**

This form is for use only in making a Complaint that falls within the *University Student Complaints Procedure*, which is available on the Proctors’ Office website via the link below. Please read the *Procedure* carefully before completing this form. Before submitting it, you should attempt to resolve your Complaint informally under the First Stage – guidance about how to do so is also available on the Proctors’ Office website via the link below.

[www.admin.ox.ac.uk/proctors/complaintsandacademicappeals](http://www.admin.ox.ac.uk/proctors/complaintsandacademicappeals/)

The Proctors may refuse to consider your Complaint if you exceed the word limits below.

**Group Complaints:**

Groups of students bringing a joint Complaint should nominate one student to act as their spokesperson. The spokesperson should complete the form on behalf of the group. When this form is submitted to the Proctors’ Office, it should be accompanied by a list of the students in the group together with their signatures to indicate their agreement to the content of this form and to the spokesperson speaking on their behalf; or, if the complaint is being made by email, all of the students listed should be copied into the email.

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| **Is this a Group Complaint?**  | **Yes/No** (delete as applicable) |
| **Surname/Family name** |  | **Title** |  |
| **First/Given name(s)**  |  |
| **University student no.**  |  |  |  |  |  |  |  |  |  |
| **Degree/Course of study** |  |
| **Start date of course:** |  | **Year of study** |  |
| **College** |  |
| **Email** |  |
| **Telephone no** |  |

The Proctors’ Office will only consider anonymous complaints in exceptional circumstances and where there are compelling reasons to do so. If you consider that there are compelling reasons for your Complaint to be anonymous, leave this section blank and enclose a statement with this form explaining those reasons.

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| **1. Identify the subject(s) of your Complaint (e.g. the department, service or individual you are complaining about)** *(Max 50 words)* |
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| **2. Set out the key points of your Complaint in numbered paragraphs. This should include:** * **A brief summary of the underlying facts, including key dates**
* **A summary of what you think the subject of your Complaint did wrong**
* **A summary of the evidence that supports your Complaint**

 *(Max 700 words)* |
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| **3. State what steps you have taken to resolve your Complaint informally at a local level (i.e. under the First Stage of the Student Complaints Procedure)** *(Max 250 words)** **Who have you raised the complaint with?**
* **What was the outcome?**
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| **4. State in numbered paragraphs the outcome(s) you are seeking** *(Max 250 words)* |
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| **5. Provide a numbered list of any supporting evidence you are enclosing with this Form. If the evidence is provided in e-copy, cross-reference the file names clearly. Any such evidence should be paginated and provided in the order set out in this list** *(Max 500 words)* |
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| **6. If there are time-critical factors that the Proctors should be aware of, set them out here** *(Max 150 words)* |
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| **7. Statement by Student** *(please tick to indicate your agreement with each statement):* |
| I have read the University’s Student Complaints Procedure  |  |
| I understand that the University may need to process personal details about me, which could include sensitive information, in order to investigate my Complaint |  |
| I understand that the University may need to exchange information about my Complaint within the University and colleges, and with other persons and organisations, including disclosing this completed Student Complaint Form and my accompanying evidence where necessary, (for example, to collect information or to seek statements from relevant persons or bodies) |  |
| *[Group Complaints Only]* I understand that I am the nominated spokesperson for this Group Complaint and that it is my responsibility to ensure that I represent the views of all the members of the group fairly. The attached list is a complete list of the members of the group of students bringing this Complaint and each person listed has read and agreed to the contents of this form. |  |
| The information I have given on this form is true, correct and complete, to the best of my knowledge |  |
| **Signed**: |  | **Date**: |  |

**Submit this form to casework@proctors.ox.ac.uk**

Receipt of your Student Complaint Form will be acknowledged within five working days.