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| **General Complaint Form for Queen’s Foundation Students** |

**The Queen’s Foundation for Ecumenical Theological Education**

This form should be used if you wish to submit a formal complaint to the College (Stage 2 of the complaints process). Students using the form should consult the *Complaints Procedure*, which is available from the Queen’s Moodle VLE.

When completing this form, you are asked to note that you are expected to have made an effort to resolve your complaint informally in accordance with the *Student Complaints Policy and Procedure*. Consequently, this form asks for details of the action you have taken to resolve the complaint informally and why you remain dissatisfied.

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| **STUDENT DETAILS** | |
| **Name:** | **Student No:**  *(N.B. if you do not know your student number, please contact* [*registry@queens.ac.uk*](mailto:registry@queens.ac.uk)) |
| **Programme title:** [e.g. MA in Theology & Transfromative Practice) | |
| **Level of study:** [Level 4, 5, 6, or 7] | **Year of study:** [e.g. 1st year] |
| **Contact Address:**  **Telephone No:**  **Email:**  *(These should be the contact details Queen’s will use whilst consideration of your complaint is ongoing)* | |
| **Validating Body (if applicable):** | |

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| **DETAILS OF COMPLAINT** |
| **Please detail below the nature of your complaint setting out the context in which it arose and including details of incidents or events if appropriate. Copies of relevant documents should also be included:** |
| **Please set out what action you have taken to date to resolve your complaint informally. Copies of relevant documents should also be included:** |
| **Please explain why you are not satisfied with the response you received at the informal stage:** |
| **Please indicate what action you wish to see taken to address your complaint:** |

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| **DECLARATION** | |
| **I confirm that I have read and followed the *Student Complaints Policy and Procedure*, and that this complaint is submitted after the informal stage (Stage 1) of the *Student Complaints Policy and Procedure* has been completed.**  **Note:** In order to investigate your complaint fully, any member of staff mentioned in the complaint will be made aware of the issues raised and will have an opportunity to comment on them. | |
| **Signed:** | **Date:** |

Please submit this form to: **The Principal (**[**principal@queens.ac.uk**](mailto:principal@queens.ac.uk)**)**.