This form is to be using to raise a formal complaint under stage two of the [HE Complaints Policy and Procedures](https://he.tameside.ac.uk/about/policies). Before completing this form, please ensure that you have read the complaints procedures.

Your complaint will be handled in accordance with our institution's policies and procedures and should be submitted within 20 working days of the incident/issue occurring or within 5 working of your stage one – informal complaint response.

Please submit this completed form and any supporting documents to the HE Quality Officer at hequality@tameside.ac.uk.

Your complaint will be handled confidentially in line with [our Data Privacy and Data Protection Policies](https://he.tameside.ac.uk/about/policies). and will only be shared with individuals involved in the resolution process.

**Personal Information:**

|  |  |
| --- | --- |
| **Full Name:**  | **Student ID Number:** |
| **Contact Email:** |
| **Course Name:**  | **Year of Study:** |

**Complaint Summary:**

|  |  |
| --- | --- |
| **Group Complaint:** | Yes/No |
| **Nature of Complaint:**(please highlight one or more categories your complaint falls under) | College FacilitiesQuality of Learning ResourcesQuality ServiceAdministrativeFailure to Provide a ServiceAcademic StandardsOther |
| **Date of Incident/Issue:** |  |
| **If you are submitting outside of the 20-working day from the incident/issue or 5 working days from the informal complaint outcome, please give your reasons why** |  |
| **Have you completed Stage One of the Complaints Procedure?** |  |
| **Description of Complaint**Please provide a detailed description of your complaint, including any relevant dates, individuals involved, and any actions taken so far to address the issue. |
|  |
| **What outcome would you like to see as a result of this complaint?** |
|  |
| **Supporting Documents**Please attach any relevant documentation that supports your complaint (if applicable) and detail why they have been submitted below. |
|  |

**Consent and Declaration**

By submitting this form, I confirm that:

* I have provided accurate information to the best of my knowledge.
* I understand that this complaint will be handled according to the HE Complaints Policy and Procedure.
* I agree to cooperate with any investigation related to this complaint.

**Signature:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Date:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_