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| **Student Complaints Form** |  |

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| **General Information** | | | |
| Surname/Family Name |  | | |
| First Name(s) |  | | |
| Student ID Number |  | | |
| School | Please select from the drop down menu | | |
| Course |  | | |
| Have you sought advice from a student conciliator before completing this form? | Yes | No | Prefer not to say |
| Have you sought advice from the Students’ Union Advice Centre when completing this form? | Yes | No | Prefer not to say |
| Have you read the [Student Complaints Regulation and Procedure?](https://www.hud.ac.uk/registry/current-students/taughtstudents/student-complaints/studentcomplaintsprocedure/) | Yes | No |  |

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| **Stage 1 Complaint** | |
| Please tell us who or what your complaint is about by explaining the events that have taken place in date order, including what action you have taken and who you have spoken with to resolve your complaint. | |
| Date(s) | Details |
| Pleas |  |

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| Please indicate what outcome or further action you are expecting to resolve your complaint. |
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| **Evidence**  Please see our [supporting information guide here](https://www.hud.ac.uk/media/assets/document/registry/forms/UniveristyofHuddersfieldSupportingEvidenceGuide21-22FINAL.pdf) |
| Please also provide us with a list of your supporting evidence/information and explain why you think that this evidence is relevant. Please submit your evidence as separate documents. |
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| **Stage 1 Complaint Submission & Declaration** | |
| Please ensure that you have completed all sections of the form under General Information and Stage 1. By signing this form, you are declaring that the information that you have sent to us is true and accurate. | |
| Signed: | Date: |

We accept electronic signatures. You are not required to print, sign and scan your complaint form.

Please submit your form and evidence by email, as attachments, to:

[studentcomplaints@hud.ac.uk](mailto:studentcomplaints@hud.ac.uk)

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| **Stage 2 Complaint** |
| You should only complete Stage 2 of the complaint form if you have received a response at Stage 1 and you are unhappy with the outcome. Please explain why you are unhappy with the Stage 1 outcome: |
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| **Stage 2 Complaint Submission & Declaration** | |
| Please ensure that you have completed all relevant sections of this form under General Information, Stage 1 and Stage 2. Failure to complete this form correctly - and submit evidence promptly - may delay the processing of your complaint. By signing this form, you are declaring that the information that you have sent to us is true and accurate. | |
| Signed: | Date: |

We accept electronic signatures. You are not required to print, sign and scan your complaint form.

Please submit your form by email to [StudentComplaints@hud.ac.uk](mailto:StudentComplaints@hud.ac.uk)