**COMPLAINT FORM – STAGE 2**

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| **Guidance** |
| Guidance: <https://www.salford.ac.uk/askus/admin-essentials/complaints>  This form should be used to escalate your concerns to Stage 2 of the Complaints process. If you have not yet received a Stage 1 Outcome, then your case will be considered at Stage 1 of our process.  If you are complaining on behalf of a group of students, you will also need to complete the Group Complaint Consent Form which can be found here: <https://www.salford.ac.uk/governance-and-management/student-facing-policies-and-procedures>  For independent help and advice, contact the [Advice Centre in the Students' Union](https://www.salfordstudents.com/advice) via email at [advicecentre-ussu@salford.ac.uk](mailto:advicecentre-ussu@salford.ac.uk). |

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| **Your Details** | | | | | | |
| First Name | |  | | | | |
| Last Name | |  | | | | |
| Student Number | | @ | | | | |
| School/Partner Institution | |  | | | | |
| Course/Programme | |  | | | | |
| Are you a Degree Apprentice? | | **Yes / No** (delete as appropriate) | | | | |
| Year of Study | |  | | | Level: |  |
| Email Address  (University email preferred) | |  | | | | |
| Date of Stage 1 Outcome | |  | | | | |
| **Outline of complaint** | | | | | | |
| Please tell us in your own words about your complaint. | | | | | | |
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| **Why are you dissatisfied with the response you received at Stage 1?** | | | | | | |
| Please let us know why you feel that further action is needed. If we have not fully addressed your complaint at Stage 1, let us know what has not been resolved. | | | | | | |
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| **How would you like to see this complaint resolved?** | | | | | | |
| Please let us know what further action you would like to see as a result of this complaint. This will not affect how the complaint is handled, but will give us an indication of the resolution you are looking for.  If you asked for an outcome at Stage 1 that is not possible, then we may have offered you something different and may do so again at Stage 2. | | | | | | |
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| **Evidence** | | | | | | |
| Please attach any evidence you would like to share as a separate document and provide a list here. If you are including evidence from somebody else, known as third party evidence, please ensure you have their permission to use it, where appropriate. | | | | | | |
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| **Declaration** | | | | | | |
| **By signing this form I confirm the above information and supporting evidence is true and accurate. I have read and understand the Complaints guidance notes. I understand that advice and guidance is available from the Students’ Union**. | | | | | | |
| Signed: |  | | Date: |  | | |
| You do not need to print and sign this form. You may type in your name and the date you complete the form, then send it to us from your University email account. | | | | | | |

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| **How to submit your Complaint and Evidence** |
| * Once completed, please send this form and any evidence to [complaints@salford.ac.uk](mailto:complaints@salford.ac.uk). * There is a deadline to submit a Stage 2 complaint. It should be submitted no more than 10 working days after you receive the Stage 1 outcome. This will be the date on the letter sent to you. * If you need to submit several pictures, you can add them to a separate word document and attach that to the email. * If you are asked ‘How do you want to attach this file?’ when adding a file to your email, please do not share a link. We will not be able to open files shared in this way. Please choose ‘Attach as a copy’ instead. * Information you provide will be shared with your School, or the institution you are registered with if you are studying at a partner institution, and any persons named specifically in the complaint. * The University may refer you to relevant support services offered by askUs: <https://salford.ac.uk/askus> |