



THE UNIVERSITY *of* EDINBURGH

University of Edinburgh
Office for Student Conduct, Complaints and Appeals (OSCCA)
Complaints Management Team

Complaint/Feedback Form

The University is dedicated to enhancing the quality of our services by actively listening to the voices of our students, staff, and community. **Before completing this form, please read the guidance on how the University handles complaints at: www.ed.ac.uk/university-secretary-group/complaint-handling-procedure.**

This form can be used

- To request **complaint consideration** at Stage 1 or Stage 2 on a University matter that falls within the Complaint Handling Procedure (CHP)
- To submit **feedback** rather than request complaint consideration.

Complaint: An expression of dissatisfaction about the University's action or lack of action, or about the standard of service provided by or on behalf of the University. Submitting a complaint means that you are requesting that the University investigate the matters you have raised, and provide a response

Feedback: In submitting feedback, **you are choosing to not submit a complaint or requesting an investigation.** Feedback is constructive input which will be fed back to the relevant area(s) for consideration, in the interests of good practice and development. No action or investigation is being asked for when submitting feedback.

Academic Decisions and University Process following Complaint Submission

Complainants are reminded that the Complaint Handling Procedure cannot be used to challenge an academic decision; nor does the submission of a complaint pause or prevent University processes taking place. Submitting a complaint does not affect or alter the requirements of your contract with the University or your academic programme, and will not prevent fees or fines being pursued or impact processes relating to awards (exclusions, panel recommendations, etc)

If the matter, you have raised is found to not be within the scope of the Complaint Handling Procedure; you will be informed what is out of scope.

Student Conduct Matters

Concerns regarding student conduct should be reported to the student conduct team directly.

Please see <https://registryservices.ed.ac.uk/academic-services/students/conduct/code-of-student-conduct/request-investigation> or contact the team via: studentconduct@ed.ac.uk

Evidence



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If you have relevant documentary evidence to support your complaint, please submit this with this form. Evidence should be limited to what is relevant to the complaint. Unreasonable quantities of evidence or evidence which is deemed not to be relevant to your complaint may not be considered. We would ask that extreme or graphic images not be attached when possible.

The form and any supporting documents will be seen by the person investigating or considering the matter; and may be seen by anyone named and by relevant staff in the service area identified. We expect all staff involved in the complaint process to handle matters sensitively and professionally as part of their role.

Third Party Representation and/or Group Complaints

Consent will be required for any complaints submitted on behalf of another party (including a group) or regarding a third party's experience. We may be unable to consider complaints where appropriate consent is not provided. Please review the "Consent Guidance and Acting as a Representative" available at: <https://usg.ed.ac.uk/key-compliance-information/complaint-handling-procedure/procedure>

Timeframes

Complainants are expected to raise matters as they occur and should be raised within six months of the event you wish to complaint about or finding out that you have reason to complaint, or within two months of a stage 1 response (if this is later). Late complaints will only be considered if exceptional circumstances are evidenced. Out of time complaints without exceptional reasoning will not be considered. If some elements of the matters are in time, you will be informed.

Information for students only

If you are a student (or recent student), we strongly encourage you to speak to the Advice Place before completing this form. The Advice Place is an independent service run by the Students' Association and staffed by professional advisers with experience of supporting students with complaints. Students can contact the Advice Place via email at advice@eusa.ed.ac.uk, by phone on 0131 374 4581 or online at www.eusa.ed.ac.uk/advice

Section A: Personal Details

Full Name:	
Email Address:	
Telephone:	
Address:	
Matriculation No: (Current/Former students)	

Myself ☐

Someone Else** ☐

I am (or am representing): *(tick which applies)*

Student (Current or Former) ☐	Applicant ☐
Staff Member (Current or Former) ☐	Other* ☐
Other*: <i>Please detail your relationship to the University and how you have used or been affected by our services</i>	

- If you wish to **only submit feedback and not a complaint**, complete Questions B1 and B2 and then proceed to Section E.

[illegible]

(If submitting a complaint instead, proceed to next section)

I confirm that **I do not wish** to submit a complaint and want my submission considered **as feedback only**. I acknowledge that no investigation or outcome is required in giving feedback and this submission is in the interest of continuous development or improvement



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Section C: Stage 1/Frontline Complaint

C1: Have you already raised this matter as a Stage 1/Frontline complaint and received a response.

YES:

☐

If yes – please continue to Question **C2** to request a **Stage 2 investigation**.

NO:

☐

If no – please move directly Question **C3** (please disregard C2)

C2: For Stage 2 requests only: Please provide details of the Stage 1/frontline complaint including previous communications. **Please detail the matters you consider to be unresolved at Stage 1/frontline or why you consider a Stage 1 response would not be appropriate**

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C3: Please explain how you would like your complaint to be resolved.

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Section D: Timescales

D1: Please detail the date(s) or time period in which the event or complaint matter occurred.

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If the period detailed above **is more than six months** after the event you want to complaint about, or finding out that you have reason to complain, please detail the exceptional reasoning for the delay (please also include evidence to support this):

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Section E: Confirmation of Submission

Any incomplete sections may have further follow-up before consideration.

I confirm that I have included all current relevant information or documentation that I would like considered	☐
I have read and understood the Complaint Handling Procedure	☐
I understand the expectations set by the Expected Behaviour Policy during my interactions with the University	☐
I understand that further details or information may be requested by University staff related to the matters raised.	☐
I confirm that the matters submitted are true to the best of my knowledge.	☐

E-Signature/Form Completed by:	
Date:	

Submitting this form

Once completed, this form should be submitted by email to Complaints@ed.ac.uk

If you choose to post, receipt and responses may be delayed. *Our postal address:*

The Complaints Management Team
Office of Student Conduct, Complaint and Appeals, Registry Services



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